

NOTICE OF PUBLIC MEETING
Pursuant to Iowa Code §21.4
DEPARTMENT OF ADMINISTRATIVE SERVICES
IOWACCESS ADVISORY COUNCIL
Wednesday, September 9, 2009 1:00 PM – 4:30 PM
Hoover Building, Conference Rooms 329/330

1. Introductions, Approve Minutes
Richard Neri, Chair
 2. American Recovery and Reinvestment Act Recovery Project Update
Scott Vander Hart, Department of Management
 3. Iowa Interactive Project Update
Tracy Smith, Iowa Interactive
 4. IOWAccess Projects and Projections Spreadsheets/Monthly Report
Malcolm Huston, IOWAccess Manager
 5. SHSI – State Historical Society Museum Content Management System – Full Project **\$20,235**
Jodi Evans, State Historical Society of Iowa
 6. LIB – State Library – Live Helper Annual Subscription – Recurring Funding **\$408**
Malcolm Huston, IOWAccess Manager
 7. IGOV - Boards and Commissions – Change Request **\$110,000**
Mary Hadd, DAS-Information Technology Enterprise
 8. ITE - Cyber Security Education and Awareness Training – Scope Analysis **\$20,000**
Jeff Franklin, ITE-Information Security Office
 9. LSA - Iowa Code and Rules Easy Navigation and Search – Planning **\$26,000**
Rich Johnson, Legislative Service Agency
 10. GSE - Vertical Infrastructure Program – Scope Analysis **\$30,000**
DAS-General Services Enterprise
 11. DRAFT IOWAccess Advisory Council By-Laws Update
Beth Baldwin, Committee Chair
 12. ITE Project Updates
Mark Uhrin, Information Technology Enterprise
 13. Wrap Up And Adjourn
Richard Neri, Chair
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**IOWAccess Advisory Council
Meeting Minutes of July 8, 2009, 1:00 PM
Hoover Building, Third Floor, Conference Rooms 329/330**

Draft

- Present: Richard Neri, Barb Corson (at 1:21 p.m.), Dan McGinn*, Sheila Castaneda*, Dawn Ainger*, Beth Baldwin, Terrence Neuzil, Kelly Hayworth* (at 1:10 p.m.)
- Absent: Kathleen Richardson, Tom Gronstal, Randy Nyberg, Herbert Copley, Teresa Selberg
- Guests: Malcolm Huston, Mary Hadd, Jim Nervig, Tracy Smith, JoAnn Naples, Jeff Kopaska, Wayne Middleton, Laura Riordan, Deb McDaniel, Mark Uhrin, Sherry Timmins, Michael Tutty, Paul Hermsen, Jody Benz, Amelia Adkins, Diane Van Zante, Rich Johnson, Jeff Van Engelenhoven

* By phone

Council Chair, Richard Neri, opened the meeting at 1:06 p.m. Initially, there was not a quorum of members in attendance, so agenda items were taken out of order (non-voting items were presented) until a quorum of members was present.

1. Introductions, Approve Minutes, Changes to Reimbursement Policy – Richard Neri, Chair.
All members and guests introduced themselves. Council members were notified of a change in reimbursement policy, effective July 1st, requiring receipts for all meals. Meals will no longer be reimbursed without a receipt. Terrence Neuzil moved approval of the May 13, 2009 meeting minutes. Barb Corson seconded the motion. An oral vote was taken; the minutes were unanimously approved as written.
2. BLIC Project Update – Sherry Timmins, Dept. of Economic Development (IDED).
Over the last year and a half, an interagency team has been working on a new BLIC web portal. The website is active now and seems to be well received thus far. In the near future, IDED will be looking at a marketing campaign. The project came in under budget, as a result the Dept. of Economic Development is returning \$57,000 of the total amount approved. The Department of Management and one other agency are looking at the new BLIC model as a prototype for ARRA (the economic stimulus package).
3. Agile and Waterfall Software Development – Michael Tutty, Information Technology Enterprise.
Michael discussed the key attributes of agile and waterfall software development within the context of the mission of the IOWAccess Advisory Council (presentation attached). Under the waterfall method, the process flows from one step down to the next. All of the steps in each phase are completed before beginning a new phase. In general:
 - you take on more features per iteration of the project
 - the working code is the final artifact
 - there is a predictable scope, schedule, and cost

- emphasis in waterfall is on formal steps, documentation

The agile method is a very sideways approach; all four steps are repeated over and over again. It is characterized by:

- many and smaller iterations
- working code as the primary artifact
- optional scope contract, very few pre-set goals
- emphasis on individual commitment of the people involved

The agile methodology is not as involved or as rigorous as the waterfall methodology.

Q. Is one approach more costly than another?

A. Not necessarily. It varies according to the nature of the project and the expectations.

Waterfall is like building a house from a blueprint. Agile is like building a house without knowing what type of house you want, but you know you need a kitchen, so you build that first; then you need a bathroom, so you build that next. Neither methodology works well all of the time. The methodology that Malcolm put in place a year ago is a blend of both.

For agile, it is difficult to utilize a funding control mechanism and know how much money you are going to need. It is hard to quantify an explicit return on investment.



Software Delivery
Methodologies.pptx

4. Iowa Interactive Project Update (for May and June) – Tracy Smith, Iowa Interactive. Cabins and campgrounds reservations were up in both May and June. Driver's license lookup continues to be substantially higher than 2008, but the 2008 numbers were abnormally low. Since the new legislation has been in effect for a year now, don't expect to see large increases in comparison to the year just completed.

Iowa Interactive currently provides online licensing for 19 boards. Adoption is still good, but numbers are down because this is an off year (not all licenses are annual). Licensing for plumbers and electricians is new. We are pleased with the volume and adoption thus far. The Chair expressed interest in determining what percentage of licensees is taking advantage of the new online process.

Four new projects went live in June: the Auditor's new website, the Property Assessment Appeal Board's new website, the Iowa.gov site redesign, and the Iowa Agricultural Development Authority website update.

Iowa Interactive has begun conducting a post-project survey to gauge customer satisfaction.

The Chair asked that the Iowa Interactive report be made available to council members in advance of the meeting.

5. IOWA Access Projects and Projections Spreadsheets/Monthly Report – Malcolm Huston. The amount of money available at this point in time, assuming continued funding for all previously approved projects, is sufficient to fund the projects before the Council today.

A suggestion was made to add definitions for commonly used terms (obligated, unobligated, etc.).

6. Department of Public Safety (DPS) Breath Alcohol Program Records – Request for Planning Funds (\$60,000) – James Bleskacek, DPS.

This is the same funding request that was submitted to the Council at the May meeting; at that time, the request was denied. What components of the application have changed since the May meeting?

DPS was asked to provide additional documentation. They also contacted the news media to determine their level of interest. Many indicated they would be interested in the data. DPS also added a feature that helps a person gauge his/her own potential blood alcohol. DPS spends a lot of time answering discovery requests and that process is very time and labor intensive.

Council member comments:

- Not sure this is valuable to the general public.
- The average citizen doesn't benefit.
- This is an operational efficiency within the department.
- These are internal management issues.
- There is a lot of functionality just for DPS and law enforcement.

Dan McGinn made a motion to approve funding; Barb Corson seconded the motion. A roll call vote was taken, as follows:

Dawn Ainger - Aye
Sheila Castaneda - Nay
Dan McGinn - Aye
Kelly Hayworth - Aye
Beth Baldwin - Nay
Terrence Neuzil - Nay
Barb Corson - Aye
Dick Neri - Nay

The motion failed for lack of a majority.

7. Department of Natural Resources (DNR) Special Events – Request for Execution and Hosting Funds (\$152,500) – Jeff Kopaska, DNR.
DNR hosts approximately 2000 events on state property each year. The process is currently paper based (each bureau has its own form), there is very little coordination, and information flow to the public is very poor. DNR would like to utilize an online application for all events

and plans to use the new E-payment system when the portal is ready. Scope analysis and planning for the project are already complete. DNR has already contributed staff time and completed and issued an RFP. One proposal has been selected, pending a decision by the IOWAccess Advisory Council.

DNR is seeking \$152,500 for execution and first year hosting. The projected start date is July, 2009; completion is anticipated in November, 2009.

Barb Corson moved approval of funding; Beth Baldwin seconded the motion. A roll call vote was taken, as follows:

Beth Baldwin – Aye
Terrence Neuzil – Aye
Dick Neri – Aye
Barb Corson – Aye
Dawn Ainger – Abstain
Dan McGinn – Aye
Kelly Hayworth – Aye
Sheila Castaneda – Aye

The motion was approved.

Council members were granted a short break. The meeting reconvened at 3:01 p.m. with a quorum still in attendance.

8. Legislative Services Agency (LSA) – Iowa Code and Rules Easy Navigation and Search – Request for Scope Analysis Funds (\$20,000) – Jeff Van Engelenhoven and Richard Johnson, LSA.

LSA provides legal, fiscal, and computer services to the General Assembly. The agency is charged with publishing the law (both in print and electronic format) for all three branches of state government. They also provide basic law to the public; their mission is to continually review citizen access to Iowa law to see if there is a better way to deliver the information. One area of emphasis is the shift from paper copies to electronic files.

LSA has adopted an SQL server database to capture all of the information. Extensive development continues. By March 2010, LSA plans to publish documents in a variety of formats. Today's proposal seeks funding for enhancements to improve system access. LSA wants to create a bridge between the Iowa Code and the Iowa Administrative Code so that the two bodies of content are cross referenced. There would be a uniform indexing taxonomy; items would be embedded with an index tag. Changes to the Iowa Code or Administrative Code would be more transparent and straight forward.

Q. Is there any ballpark figure of the future cost?

A. Possibly a million, but LSA would only ask for \$300,000.

Q. Where would the other funding come from?

A. We hope the General Assembly will bear the cost.

Q. Have any other states done this and what has their experience been?

A. Other states have developed databases, but not many have married them to administrative rules or court rules or developed searching or indexing.

Q. How will the Code be converted? Will that be a manual process?

A. There will need to be a lot of manual process involved. The first pass will require an extensive amount of human interaction.

Q. Who will do that and is that cost included in the overall price tag?

A. We hope to determine that in the scope analysis phase. Deliverables and timeframes are still being determined.

Barb Corson moved approval of funding; Beth Baldwin seconded the motion. An oral vote was taken; the motion passed unanimously.

9. Department of Management (DOM) – Local Government and Annual Reporting Database – Expansion to School Districts – Request for Scope Analysis Funding (\$30,000) – Jim Nervig, DOM.

The original project did not encompass city or school district budgets. We want to expand the system to K-12 school districts. Bringing the school budgets into the online application will be easy, but incorporating the school aid formula component will be challenging.

Q. What was your experience in transitioning the counties to the new system?

A. Some aren't pleased, but most are comfortable with it. Every county budget is now online. Schools would be required to submit their budgets online; it would not be optional. Schools would probably adapt better than other groups.

Terrence Neuzil moved approval of funding; Dan McGinn seconded the motion. An oral vote was taken; the motion passed unanimously.

10. Department of Public Safety (DPS) – Iowa Sex Offender Registry Change Request (\$25,000) – Mary Hadd, Information Technology Enterprise (ITE).

The Sex Offender Registry website needs to be updated. The changes are needed due to new federal and state laws. The information page has changed dramatically.

Q. What is the change and what work will ITE be doing and what work will be done by the third party vendor?

A. By law, we must now display the offender's home address, in addition to any other address (such as work or school). All vehicles owned by the offender must be listed.

Q. Is the change request for all three phases?

A. It is for implementation.

Q. Is this currently an active site?

A. Yes.

Q. Usually when the Council funds something, it funds the initial development and expects the host department to fund enhancements or changes.

A. This is more of a major change and is being done to provide more information to the public. New laws have come into effect and we have to be in compliance.

Beth Baldwin moved approval of the funding request; Dan McGinn seconded the motion. A roll call vote was taken, as follows:

Dawn Ainger – Aye
Sheila Castaneda – Aye
Dan McGinn – Aye
Kelly Hayworth – Aye
Beth Baldwin – Aye
Terrence Neuzil – Aye
Barb Corson – Aye
Dick Neri – Aye

The motion carried unanimously.

11. Draft IOWAccess Advisory Council By-Laws – Beth Baldwin, Subcommittee Chair.
The subcommittee met on June 24 and compared the by-laws to the statute. There is a new draft of the by-laws, but it is not ready for distribution yet. The next subcommittee meeting is scheduled for July 24. Michael Tutty's presentation on agile and waterfall software development was one of the issues that needed to be more clearly understood before moving forward.
12. ITE Project Updates – Mark Uhrin, ITE.
Criminal history – currently testing with the customer
IGOV boards and commissions – testing with IGOV. Dawn asked Mark to provide deliverable byproducts on this project.
DNR boat dock registration is online
DNR hunter safety education is in production
DNR turn in poachers is complete and in production
Weatherization assistance – started user acceptance testing
13. Wrap Up and Adjourn – Dick Neri, Chair.
The next meeting is September 9, 2009.
There being no further business, the meeting adjourned at 4:08 p.m.



Iowa Interactive Bi-Monthly Update
to the
IOWAccess Advisory Council
for the months of
July and August 2009



July

TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	5,544	4,445	24.72%
Dept. Natural Resources	Call Center Reservations	758	768	-1.30%
Dept. Natural Resources	Changes and Cancellations	600	637	-5.81%
Dept. of Transportation	DLR Lookup	118,585	77,610	52.80%
Iowa Bureau of Professional Licensure	License Renewal	393	341	15.25%
Professional Licensing Division	Online Renewal	150	196	7.87%
Professional Licensing Division	Admin Tool- Letters of Good Standing	56	48	16.67%
Plumbers & Mechanical Engineers	License Renewals	1,003	0	
Electricians	Permits \$50.00 or Less	646	0	
Electricians	Permits Greater Than \$50.00	1,215	0	
Electricians Licensing	Apprentice and Unclassified Licenses	92	0	

JULY ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	393	103	79.23%
Professional Licensing Division	Online Renewal	150	162	48.08%



August TRANSACTION VOLUME

<u>Partner</u>	<u>Application</u>	<u>2009 Volume</u>	<u>2008 Volume</u>	<u>Difference</u>
Dept. Natural Resources	Campground Reservations	3,926	3,347	17.30%
Dept. Natural Resources	Call Center Reservations	461	431	6.96%
Dept. Natural Resources	Changes and Cancellations	543	384	41.41%
Dept. of Transportation	DLR Lookup	110,692	74,987	47.61%
Iowa Bureau of Professional Licensure	License Renewal	585	763	-23.33%
Professional Licensing Division	Online Renewal	0	0	0.00%
Professional Licensing Division	Admin Tool- Letters of Good Standing	64	53	20.75%
Plumbers & Mechanical Engineers	License Renewals	1,598	0	
Electricians	Permits \$50.00 or Less	640	0	
Electricians	Permits Greater Than \$50.00	1,214	0	
Electricians Licensing	Apprentice and Unclassified Licenses	94	0	

AUGUST ADOPTION STATISTICS				
<u>Partner</u>	<u>Application</u>	<u>Online</u>	<u>Paper</u>	<u>Adoption</u>
Iowa Bureau of Professional Licensure	License Renewal	585	37	94.05%



JULY EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Professional Licensing Division - Commerce	https://eservices.iowa.gov/licensediniowa/admin/index.php	1	3	1
Department of Public Safety	https://iowaelectrical.gov/index.php	1	4	7
Iowa Bureau of Professional Licensure	https://eservices.iowa.gov/ibpl/	1	3	5
Iowa Property Assessment Appeals Board	http://www.iowa.gov/tax/PAAB/	1	0	3
Auditor of State	http://auditor.iowa.gov/index.html	1	0	4
Department of Public Safety electrical Permits/Inspection	https://iowaelectrical.gov/index.php/login	1	6	4
Department of Public Safety Electrical License Renewal	https://iowaelectrical.gov/licensing/	1	0	2
TOTAL		7	16	26

AUGUST EXISTING PROJECT DEVELOPMENT ACTIVITY

Partner	Application/Website	Code Rolls	Issues/Bugs	Enhancements
Department of Public Health - PMSB	https://eservices.iowa.gov/pmsb/	1	2	3
Department of Human Rights - CJJP	https://detentioncenter.iowa.gov/	1	2	2
Department of Public Safety	https://iowaelectrical.gov/index.php	1	4	7
Iowa Property Assessment Appeals Board	http://www.iowa.gov/tax/PAAB/	1	0	3
Auditor of State	http://auditor.iowa.gov/index.html	1	0	4
Department of Public Safety electrical Permits/Inspections	https://iowaelectrical.gov/index.php/login	4	4	0
Department of Public Safety Electrical License Renewal	https://iowaelectrical.gov/licensing/	3	4	0
TOTAL		12	16	19

JULY CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	25
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	5
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	3
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	4
Office of Drug Control Policy	www.iowa.gov/odcp/	1
IowaAccess-Iowa.Gov	www.iowa.gov	6
Iowa Agricultural Development Authority	http://www.iada.state.ia.us/	1
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	2
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	3
Iowa Agricultural Development Authority	http://www.iada.state.ia.us	1
Public Employee Relations Board	http://iowaperb.iowa.gov/	1
Iowa Department of Management	www.dom.state.ia.us	2
TOTAL		54

AUGUST CONTENT MANAGEMENT ACTIVITY

Partner	Application/Website	Code Rolls/Maintenance Requests
Office of the Governor-Main Site	http://www.governor.iowa.gov/	15
Iowa Broadband Deployment Governance Board	http://broadband.iowa.gov/	4
State Records Commission	http://www.iowasrc.org/index.html	3
IOWAccess	http://www.iowa.gov/	6
Iowa Civil Rights Commission	http://www.state.ia.us/government/crc/index.html	6
Iowa Commission on the Status of African Americans	http://www.state.ia.us/government/dhr/saa/index.html	1
Information Security Office	http://secureonline.iowa.gov/newsletters/index.html	2
Early Childhood Iowa	http://www.state.ia.us/earlychildhood/	7
Iowa Collaboration for Youth Development	http://www.state.ia.us/dhr/icyd/Learning_supports/index.html	1
Iowa State Records Commission	http://www.iowasrc.org/	2
Public Employee Relations Board	http://iowaperb.iowa.gov/	1
Iowa Department of Management	www.dom.state.ia.us	3
TOTAL		51



NEW PROJECTS THAT HAVE GONE LIVE

Partner	Project	Project Type	URL	Date	Description
Office of Drug Control Policy	Office of Drug Control Policy Static Website Redesign	Static Website	www.iowa.gov/odcp/	7/1/2009	Redesigned site and updated the content and navigation to improve access to program information.
Iowa Board of Regents	Iowa Board of Regents Website Redesign	Static Website	www.regents.iowa.gov	7/2/2009	Updated site navigation and information structure. Updated graphics to bring into 508 compliance.
Office of Drug Control Policy	Office of Drug Control Policy - Life or Meth	Static Website	www.lifeormeth.org	7/23/2009	Provided new artwork and redesign of the website's homepage.
Criminal & Juvenile Justice Planning	Broadband Deployment Governance Board	Static Website	http://broadband.iowa.gov/	7/23/2009	A new website to support Senate File 376 and broadband deployment.
Iowa Communications Network	Iowa Collaboration for Youth Development Static Website	Static Website	http://icyd.org	7/28/2009	Restructured website. Removed all database and dynamic elements from their website.

IOWA INTERACTIVE POST-PROJECT SURVEY RESULTS FROM JULY AND AUGUST 2009

Agencies Responding
Department of Human Rights
Governor's Office of Drug Control Policy
Iowa Communications Network

Projects
Broadband Deployment Governance Board web site
ICYD Website
Life or Meth Website Redesign
ODCP Website Redesign

Project Role	
Project Manager	4
Business Manager	0
Technical Contact	0
Director/Executive Sponsor	2
Other	0

Areas of Satisfaction	Satisfaction Rating (1=poor; 5=excellent)					Average Score
	1	2	3	4	5	
Treated respectfully by Iowa Interactive staff					6	5
Understood the process your project was to go through				1	5	4.8
As involved in the process as you wanted to be					6	5
Kept informed of project's progress				1	5	4.8
Iowa Interactive met their commitments to the project timelines				1	5	4.8
Quality of product (application or web site)				1	5	4.8
Timely responses of Iowa Interactive staff to requests/ messages					6	5
Iowa Interactive demonstrated expert knowledge in web design & development				1	5	4.8
TOTAL	0	0	0	5	43	4.9



How did you learn about Iowa Interactive?	
Another government employee	0
Supervisor	1
Past experience	5
Public information officer	0
Iowa Interactive presentation	0
State IT committee	0
Web site	0
Other	0

Would you choose to work with Iowa Interactive again?	
Yes	6
Maybe	0
No	0

Please explain your choice to or not to work with Iowa Interactive again.

Very professional and expedited our requests with excellent results.

Very easy to work with, very organized, and great communication.

Additional Comments

Great teamwork and methodology.

The original project manager from Iowa Interactive was very ineffective. The change to a new project manager made this project successful.

Well done. I appreciated project staff's patience since we moved more slowly than anticipated.

While Kathleen was working on the project, I would not have responded in the same way. It was terrible working with her. However, once Rick took over, it was fantastic. He and Polly both are wonderful to work with, helpful, knowledgeable, creative and willing to do whatever we ask of them. It was a pleasure working with them!

Great Job!!! I am very pleased. I sincerely appreciate the extra effort to get this done so quickly.





IOWAccess Project Concept Paper

1. Email completed copy to the IOWAccess Manager: malcolm.huston@iowa.gov .
 2. Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.
 3. Contact ITE or vendor to prepare for project.
-

Date

26 August 2009

Project Name

Museum Collection Content Management System

Requesting Agency

Department of Cultural Affairs/State Historical Society of Iowa (DCA/SHSI)

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?

NO

Project Point(s)-of-Contact *(include name and phone number)*

Jodi Evans 281-3295

Project Sponsor *(include name and phone number)*

Mary Jane Olney 281-6320

Business Case Justification

Project is listed as a goal in SHSI Mission Statement

Expected Results in this Project

Increased citizen access to museum collection records and images

Recipients of this Service

Citizens of Iowa; anyone with internet connection

Request *(include dollar amount and description of what will be purchased - i.e. services, hardware, software)*

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	July 2007	July 2009	\$0 phase complete
Design	July 2009	August 2009	\$0 phase complete
Implementation	Jan 2010	April 2010	\$20,235

Resources Being Contributed (people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars)

Jodi Evans, Museum Registrar/Project Leader	60% time Jan to April 2010
	30% time thereafter
Walter Ladd, ITE	10% time Jan and Feb 2010
Rick Dressler, DCA/SHSI webmaster	10% time Jan and Feb 2010

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards? Does the project fulfill a new mandate or is it required by existing law? Is it required by IT standards or necessary to interface with existing application?

From the State Historical Society of Iowa Mission/Vision Statement:

Goal 1. Connect Iowans with their heritage - where they want it, when they want it and how they want it.

Strategy 1.b. Provide on-line access to State Historical Society of Iowa resources, programs and service.

2. Other funding source(s)

What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.

ROI-Pooled Tech: committee unanimously recommended IOWAccess as a better fit for this project.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability? Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

- **Greater convenience - anyone with a connection to the WWW can access museum object information.**
- **Faster response time to casual information requests.**
- **Since the museum moved to the New Historical Building in 1988, people have been asking "where's all the stuff" - on-line content will allow viewing of those objects not on exhibition.**

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

- **Public as a whole - anyone with WWW connection.**
- **The project falls somewhere between 'need' and 'nice to have': current electronic resources are adequate to manage the museum collection but will not support an on-line function.**
- **Our constituents have indicated they want more access to museum object information.**
- **Other museums (many smaller than SHSI) have put content online.**
- **On-line content is no longer the cutting edge in the museum profession - it is now a standard goal.**
- **Cannot disconnect the difference between citizen as beneficiary and enhancing the agency's ability to serve - the citizens want access to museum collections; on-line is the most efficient mechanism.**
- **State government agencies should provide a high operating standard; the State Museum needs to be a leader in museum management, setting an example for how all Iowa museums should operate.**

5. Enhanced access to government information/ greater interactivity

How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

- **The citizen has the control in accessing museum object information; most questions can be answered as the citizen browses.**
- **Current museum collection management is the result of two *kaizan* events and a near-constant evaluation of methods and procedures weighed against available resources and the standards of the museum profession. Museum-specific content management system (CMS) will replace the 'look' of collection management but not the content.**
- **Replacing current electronic systems with museum-specific CMS will streamline some processes; the CMS has been developed specifically for accepted museum practices; content can be manipulated easily within the CMS.**

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

The operations of the state museum are fairly unique among government agencies. PastPerfect is widely used among individual museums so collaboration potential does exist. While PastPerfect has fundraising, archives, library, and exhibition development components, linking those functions within the State Historical Society of Iowa is not a current goal.

7. Chance for success

Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

- **SHSI does not have a programmer. A CMS takes programming out of the process, freeing up time to create content.**
- **Switching from an ad hoc set of forms and templates created in a two different operating systems (MS-WORD and MS-ACCESS) to a fully-contained CMS just makes good sense; the most useful forms and templates already exist and the system provides enough flexibility to create specialized applications.**
- **Staff have researched other museum CMS - PastPerfect is well-known in the field, developed specifically for museums with small staff.**
- **Some images are available for immediate upload.**
- **The Director of DCA is fully committed to on-line access.**
- **With museum-specific CMS the technicalities have been worked out - this is almost a load-and-use system.**
- **The biggest time-factor will be new photography - staff have created a priority list based on citizen requests, risk, and ease of photography. Creation of images of objects not on the priority list will become part of staff workplans.**

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

1st year Execution costs: \$20,235.

2nd year and continuing Execution cost: \$11,350 (registrar salary and hosting costs)

Benefit to citizens: about \$58,000 in time spent accessing museum collection information.

Ongoing Cost vs benefit: 5.11

9. Transparency

How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

Since the museum moved to the New Historical Building in 1988, citizens have asked 'where's all the stuff?' On-line content managed through CMS will provide an answer to that question in a format that is becoming more and more familiar to most people.

Citizens will have immediate access to object information rather than waiting for staff to respond to emails, phone calls, or letters.

10. Efficiency

Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

- **This project will replace a legacy system using MS-ACCESS and MS-WORD developed by a non-programmer in response to immediate job responsibilities.**
- **While the current database systems are adequate in managing the museum collection, they will not support the inclusion of images which is essential to on-line museum catalogs.**

- **Other museum-specific CMS have been considered but those systems are more expensive and more complicated. PastPerfect has been developed with smaller museums in mind (smaller staff, not necessarily smaller collections.)**
- **PastPerfect has also been developed specifically for history museums while other systems are designed for art or archeology collections.**

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

Sponsor Signature	IOWAccess Manager Signature
Date	Date



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning approval, then complete and submit Parts IV and V to request Execution approval.

Part I - Project Information

Date:	31 August 2009
Agency Name:	State Historical Society of Iowa
Project Name:	Museum Content Management System
Agency Manager:	Jodi Evans
Agency Manager Phone Number / E-Mail:	515-281-3295 jodi.evans@iowa.gov
Executive Sponsor (Agency Director or Designee):	Mary Jane Olney
Initial Total for Planning:	\$ 0
Initial Total for Execution:	\$ 20,235
Initial Total for all Phases of Project, if Multi-Phased:	\$ 20,235
Project Timeline: (estimate start and end dates for project spending)	Planning Start Date: completed Planning End Date: completed Execution Start Date: January 2010 Execution End Date: April 1, 2010
Revised Total for Planning and Execution:	\$ 20,235
Revised Total for all Phases of Project, if Multi-Phased:	\$ 20,235

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: The proposed project is to purchase a museum-specific content management system (CMS) designed to allow access to the museum catalog via the Internet. The CMS conforms to the latest industry standards for cataloguing museum collections, allowing capacity for descriptions and images of objects in the museum collections. Funding through an IOWA Access Grant will purchase the equipment and software necessary to: (1) efficiently create and manage digital images of collection items; (2) manage these newly created digital assets, and (3) combine collection information into an efficient, consistent, usable collection management system.

The State Museum holds nearly 110,000 objects in its collections, adding over 400 objects to the collections each year. Most objects are stored in Des Moines. Three of the 8 State Historical Society of Iowa (SHSI) historic sites maintain significant on-site collections: Montauk 11,000+; Edel Blacksmith 1500+; Plum Grove 700+. The SHSI Centennial Building in Iowa City holds over 2500 objects that have not been catalogued fully. None of these objects are available for public access by electronic means.

Nine museum staff will be networked into the CMS. These staffers - representing curatorial, registration, conservation and exhibition - will all be able to see the most current object content and images. Reports, lists, and plans generated through the CMS will be consistent. CMS web-based applications allow one person to do the work currently requiring the expertise of three or four individuals. Using an integrated CMS will decrease the time needed to catalogue, photograph, and upload content to the Web.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response: From the State Historical Society of Iowa Mission/Vision Statement:

Goal 1. Connect Iowans with their heritage - where they want it, when they want it and how they want it.

Strategy 1.b. Provide on-line access to State Historical Society of Iowa resources, programs and service.

The SHSI Vision and Mission Statements mandate that SHSI help Iowans connect to Iowa's past while serving as a trustee and advocate of historical information and education. Specific Goals of the Mission Statement include providing on-line access to SHSI resources. Use of on-line content in the museum community increases every day, as does the expectation by the general public that museums will provide an on-line service. The inability of the State Museum to put collection information on-line means more and more information is unavailable to the public it serves.

The project supports state government by helping SHSI maintain its collections in professionally appropriate conditions; increases SHSI's ability and capacity to store historical collections held in trust

for the public; expands provision of technical assistance to colleagues throughout the state; and continues to develop SHSI collections to assure thorough documentation of Iowa's historical resources.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response: Collection content is currently managed using paper files and several MS-ACCESS databases. While ACCESS is a powerful tool, it is just a database. No one on the Museum staff has the expertise to move beyond simple database utilities. Purchase of museum-specific CMS will provide efficient, structured management of information content and digital assets.

Access to collection information on-line will require images of objects as well as ordered, coherent descriptions of those objects. While the museum has descriptions of most objects, without images these descriptions aren't very useful on-line. Creation of the images without the means to manage content results in a time-consuming piece-meal approach to getting images on-line. Combining images with content in one integrated system allows researchers to find and download what they want.

Past considerations of on-line access have been constrained by the lack of an integrated system and the lack of adequate server space. Collection objects have been prioritized for photography according to those objects that are fragile, valuable, popular, and possess a certain 'wow' factor.

The project funding request also includes money to purchase a camera needed to create digital images, a server and supporting software capable of storing images and information, a computer upgrade for the Project Manager (museum registrar) and possible upgrades for museum staff most directly involved with creating collection information. The need for server space and software is negotiable, pending an assessment of the current capabilities and future needs with regards to this project.

The components of the chosen CMS - PastPerfect - include:

the Basic Program;

Version 4.0 Upgrade;

Network upgrade for multiple users;

Scatter/Gather;

conversion of existing records to PastPerfect;

training CD;

Multi-Media add-on;

PastPerfect Online hosting of collection records.

Additional expenses will be annual support for up to ten (10) users.

The chosen CMS - Past Perfect - is a proven technology, used by hundreds of museums around the country. The greatest benefit of Past Perfect is that it combines all the functions of museum collection management into one integrated system.

These technological improvements will subsequently help SHSI serve Iowans in a more timely and efficient manner. Iowans use the SHSI collection of artifacts in numerous capacities: research for primary, secondary, undergraduate and post-graduate academic pursuits; genealogical research; museum exhibits; and more.

Artifact stories and information provide historical context that connects Iowans to their past and paves the way to their future. The purchase of a digital SLR camera/software, a dedicated server/software, a museum-specific Content Management System (CMS), and upgrades to existing computers will significantly improve the creation of usable, deliverable content available to anyone interested in the collections of the State Historical Society of Iowa. The project enhances the quality of life for all Iowans by making Iowa's historical artifacts more readily available to Iowans via digital archival technologies.

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response: N/A

Is this project or expenditure required by state law, rule or order?

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response: N/A

Does this project or expenditure meet a health, safety or security requirement?

YES (If "YES", explain.)

Response: N/A

Is this project or expenditure necessary for compliance with an enterprise technology standard?

YES (If "YES", cite the specific standard.)

Response: N/A

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response: The overarching result of this project is to get the museum collection information out into the world. The citizens of Iowa, as the collection 'owners', are the first beneficiaries of this project; not only will they have access to 'their' collections, the reputation of their museum will be greatly enhanced. While this is a single-agency project, the richness of the museum collections will be appreciated by anyone with a connection to the World Wide Web.

Response time to researchers will be cut dramatically as more content is posted on-line. An integrated system with images will deliver content faster than the current process requiring contact with a staff member, piece-meal creation of images, and response to researchers via email attachments.

The Museum loans objects to other museums under controlled circumstances. Creating a public catalog will allow other museums to browse our collections, make their selections and start the loan process. Loans to other museums enhance the visibility of Iowa's rich history.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: This project will replace a legacy system using MS-ACCESS and MS-WORD developed by a non-programmer in response to immediate job responsibilities. While the current database systems are adequate in managing the museum collection, they will not support the inclusion of images which is essential to on-line access of museum collections. Other museum-specific CMS have been considered but those systems are more expensive and more complicated. PastPerfect has been developed with smaller museums in mind (smaller staff, not necessarily smaller collections.) PastPerfect has also been developed specifically for history museums while other systems are designed for art or archeology collections.

Current museum collection management practices have been developed as the result of two *kaizan* events and a near-constant evaluation of methods and procedures weighed against available resources and the standards of the museum profession. Museum-specific content management system (CMS) will replace the 'look' of collection management and the procedures, but not the adherence to standards.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response: Since the museum moved to the New Historical Building in 1988, people have been asking "where's all the stuff" - on-line content will allow viewing of those objects not on exhibition. On-line content means anyone with a connection to the WWW can access museum object information. On-line content means faster response time to casual information requests. The citizen has the control in accessing museum object information; most questions can be answered as the citizen browses.

The project falls somewhere between 'need' and 'nice to have': our public has indicated they want more access to museum objects and the State Historical Society of Iowa has committed to greater on-line content. Funding this project is a means to an end articulated by our public. On-line content is no longer the cutting edge in the museum profession - it is now a standard goal. Discussion of this project cannot disconnect the difference between citizen as beneficiary and enhancing the agency's ability to serve - the citizens want access to museum collections; on-line is the most efficient mechanism. State government agencies should provide a high operating standard; therefore the State Museum needs to be a leader in museum management, setting an example for operation of all Iowa museums.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response: Public Health/Safety. This project has no real impact on the health or safety of the public.

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).



F. Scope

Is this project the first part of a future, larger project?

- YES (If "YES", explain.) NO, it is a stand-alone project

Response: 1. This is a stand-alone project. Once the CMS is up and running, museum staff will refine existing policies and procedures to incorporate image creation and uploading, and maintenance of the on-line component.

Is this project a continuation of a previously begun project?

- YES (If "YES", explain.)

Response: the State Museum continues to manage collection object content to the highest professional standard using available technologies. This project is a refinement of those standards

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response: Annual support for the PastPerfect network will be at least \$600 per year. If necessary, the Department of Cultural Affairs/State Historical Society of Iowa will absorb the cost of having a third-party host the on-line content

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Planning Proposal

Amount of Planning Funding Requested: \$ 0 planning phase has been completed

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response: The concept behind museum collections management is quite simple:

- Know what you have;
- Know who gave it to you;
- Know where you put it.

Everything else is technique.

Public interaction with collection is through the museum staff. The museum creates exhibitions which are the public face of the collections, but this access is limited to what is on exhibition. Staff are happy to search the collection records for any member of the public but this takes some time ranging from a few minutes to a few days, depending on the scope of the search and the need to produce documents and images.

Currently all content relating to individual museum objects is stored in paper files, printed Accession Books (accession is the museum term for accepting and recording an object into the permanent museum collection. An accession number is assigned to each object connecting the object to its donation and to associated documentation), and a MS-ACCESS database. All objects are processed into the collection using a consistent series of steps.

A paper file of each donation or loan transaction is made, containing correspondence, documents with original signatures, written descriptions of objects, notes relating to exhibition or conservation, and any other information relating to the objects or the transaction. These files are stored in vertical files in the Curatorial Offices.

Accession Records are printed each year in July for the previous calendar year. These lists include the Accession Number assigned to each object, description, source information, and date of acquisition.

Below is a brief history of the format for these books:

- 1911 to 1939 Typewritten pages in post-bound covers. Some collections handwritten in commercial ledgers.
- 1939-1994 typewritten entries in commercial post-bound ledgers.
- 1995-2006 Discontinue ledgers. Object information re-keyed into WORD document and printed.
- 2007-present Object information cut from database and pasted into WORD document, then printed.

While the museum has been using computer technologies since 1989, limitations in the operating systems made extensive use of these technologies difficult. Character limits in the database allowed very little input of information. The database was merely a finding aid for the manual card catalog. Upgrades in the operating systems allowing for more use of memo-type fields has made the card catalog redundant. In 2002 the Registrar changed the description field in the DB from 56 characters to memo and began transcribing all available object information into the DB. Use of catalog cards was discontinued in 2003 in favor of using the database as the main source of object information.

Museum staff have access to the database but rarely add or change information themselves. Changes are submitted to the museum Registrar who cuts-and-pastes this information into the database and completes the DB record. It is simply the fragility of the current DB that makes this procedure necessary. MS-ACCESS is not very forgiving in correcting simple keystroke mistakes. The Registrar has built and maintained the DB through various operating system changes and is the staffer most familiar with its capabilities and problems. The DB is backed-up consistently as part of the State network.

Object images exist in many formats - b/w prints, color prints and slides, color transparencies, contact sheets, etc. The museum has never committed to a consistent photography procedure mainly due to lack of resources in creating and managing the images. These available images are stored in vertical files arranged by accession number.

Conservation information is created and managed by the Museum Conservator using an electronic system developed specifically for conservation. The conservator is the only staffer using this system and it is not networked within the Museum. Conservation information for specific objects can be linked to the documentation for those objects but only by request and in paper format.

Transaction documents such as the Deed of Gift and Loan Agreements are generated by the Registrar as-needed. These documents are in WORD and are over-written with each new transaction. Original documents with signatures are kept in the paper files. The maintenance of paper files is a museum profession standard and will not be completely discontinued with the advent of new technology.

The current system of managing museum collections in-house is adequate but not efficient. It is completely inadequate for on-line applications. The accession number of each object links that object with any associated information but the information is generated in many formats. Individual staffers may spend an inordinate amount of time searching those formats and still miss important information simply because the formats are not centralized. .

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: For the public, the main difference post-project will be: (1) an opportunity to actually interact with the museum collection information and, (2) the ability manage that interaction personally. Anyone with a connection to the Internet can search the museum collection at their convenience. The PP-Online tutorial creates the online catalog, indexes a sitemap, and delivers monthly visitor stats. Data from this stat feature will help in redefining a digitization strategy. Site visitor feedback will drive refinements to the online presence.

The SHSI website receives an average of 13,500 hits each month. Roughly half of these hits are for simple visitor information. Based in time spent by citizens on our website, we believe the remaining 80,000 people could be researching the museum collections.

With the purchase of a museum-specific Content Management System and associated equipment upgrades, as well as the purchase of a digital camera, the staff of the State Museum will be better equipped to manage the museum collection resulting in better response to public inquiries.

Museum collection information will be centralized using a relational program capable of managing information and images. Once the existing DB has been converted to PastPerfect (PP) individual museum staff will have access to the various information screens related to their areas of expertise, i.e. conservation, exhibition, object information, etc. Using fields and records from this main catalog, the Museum will use PastPerfect-Online to create a fully searchable online catalog linked through the SHSI website. This online presence will be derived from the main catalog and will not affect day-to-day management of the museum collections.

PastPerfect staff will convert the existing collection database, freeing museum staff from re-keying that information. Once the system is up and running, all staff networked into PP will use the same templates for reports, documents, or lists, eliminating the need to cut-and-paste between WORD and ACCESS. All networked staff will have read-rights to the catalog allowing all staff to see additions or corrections in real-time. Protocols will be placed detailing the rights and responsibilities among staff; very little change is expected in this area.

Once the conversion and editing phases are complete, the first phase of both the main catalog and the on-line catalog will contain narrative descriptions for the nearly 75,000 objects currently in the MS-ACCESS database. Museum staff will create a procedure and priority list to photograph and upload images to PP. Current images will be digitized to conform to PastPerfect's standards, ready for uploading.

Switching to a CMS will not drastically affect the content of museum collection management. Objects destined for the collection will still be processed with a consistent procedure. Staff will still be able to create lists, reports, and research. The main difference will be in the 'look' of collection management. Staff will be working within the parameters of an established system. As no one on the museum staff is attached to the 'old' method, the learning curve should be quite shallow.

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date, projected end date**, planning, and database Planning. Also include the parties responsible for each item.

The planning for this project has been completed. Museum staff began researching CMS in 2007 and committed to PastPerfect as the best CMS for the State Museum in 2008.

[This section to be scored by application evaluator.]

Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending plan

Explain how the funds will be allocated. The planning for this project has been completed. No costs are associated with the planning phase

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the **Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3**, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

Describe One Year Pre-Project Cost:

N/A - no change in government costs expected

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits): Jodi Evans, 15% time one year	\$16,700
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.): N/A	\$ 0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.): N/A	\$ 0
Total One Year Pre-Project Cost:	\$16,700

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect**

costs (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

Describe One Year Post-Project Cost: same as pre-project. The Museum Registrar will continue to manage the museum collections.

Quantify One Year Post-Project Cost: increase in citizen access to museum collection information

	State Total
FTE Cost(salary plus benefits): Jodi Evans, 10% time one year	\$8350
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$ 0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$ 0
Total One Year Post-Project Cost:	\$8350

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification: Iowa citizens will have more control over information access. Information searches can be performed electronically which saves time and money in travel costs. Staff research time expenditures are reduced, as are expenditures in mailing collection research results.

<u>Transaction Savings</u>	
Number of annual online transactions:	78,000
Hours saved/transaction:	.75 per hour
Number of Citizens affected:	78,000+
Value of Citizen Hour	\$10
Total Transaction Savings:	\$58,500
Other Savings (Describe)	\$0
Total One Year Citizen Benefit :	\$58,500

4.

Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response: No quantifiable monetary value to non-operational benefit. The real benefit comes from enhancement of museum operations, catching up to current museum collection management standards, and allowing the State Museum to be a role-model for Iowa museums.

5. Planning Phase Cost Calculation

On a fiscal year basis, enter the **estimated** cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the **Planning Phase**.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$33,400	100%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$0	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$33,400	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

6. Planning Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1): Jodi Evans @ 15%	\$16,700	
B. Total One Year Post-Project cost (Section III D2): Jodi Evans @10%	\$8350	
C. State Government Benefit (= A-B):		\$ 8350
D. One Year Citizen Benefit (Section III D3):		\$ 58,500
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$ 0
F. Total Planning Benefit (C+D+E)	\$ 66,850	
G. Planning Phase Cost Calculation (Section III D5):	\$ 33,400	
Benefit / Cost Ratio: (F/G) =	2	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	165.30	

6.

Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response: Meets stated strategic goal; Utilization of new tech; replacement of legacy systems; reduces hassle factor for people searching for collection information; creates consistency in 'look' of collection of management; reduces information formats.

[This section to be scored by application evaluator.]

Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Execution Funding

Amount of Execution Funding Requested: \$17,235

Amount of Hosting Requested: \$ 3000 (\$250 x 12)

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Execution phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response: The CMS is already developed. The timeline lists actions needed to (1) commit to PastPerfect as the CMS for museum collection information and, (2) create the on-line catalog accessible to the citizens of Iowa.

Jan 2010

Purchase PastPerfect. Install PP, and convert existing database to PP. (Registrar, DCA-IT)

Scan existing collection images, begin uploading these images to PP. (Registrar and museum staff)

Test and edit PP application. (Registrar)

Develop photography priority list. (Registrar and museum staff)

Introduce network users to PP. (Registrar, DCA-IT)

Read training manual and follow tutorials. (All network users)

Feb 2010

Continue uploading and editing. (Registrar, staff, volunteers)

Begin new photography from priority list and upload. (registrar, volunteers)

Design online catalog. (Registrar, DCA-IT, webmaster, IOWAccess)

Have 2-3 user meetings to discuss PP functions. (all network users)

March 2010

Create links between SHSI website and online catalog. (Registrar and DCA webmaster)

Create user feedback opportunity to refine functionality of online catalog. (Registrar, DCA-IT, webmaster)

Launch online catalog. (Webmaster, IOWAccess, DCA-PR)

Develop new cataloging procedure incorporating PastPerfect functions. (Registrar)

April 1, 2010

Stop using MS-ACCESS completely and commit to PastPerfect. (all network users)

Ongoing

Continue to redefine on-line catalog based on user feedback. (Registrar, staff)

Continue to coach network users in PastPerfect functions. (Registrar)



Execution Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

B. Execution Funding Requirements

On a fiscal year basis, enter the **estimated** cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the **Execution Phase**.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$53,310	72%	\$41,750	100%	\$8350	100%
Pooled Tech. Fund /IOWAccess Fund	\$20,235	28%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$73,545	100%	\$41,750	100%	\$8350	100%
Non-Pooled Tech./Non-IOWAccess Total	\$53,310	100%	\$41,750	100%	\$8350	100%

[This section to be scored by application evaluator.]

Execution Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$53,310	5	100%	\$8350	100%	\$19,012
Software	\$4235	4	100%	\$600	100%	\$16,518
Hardware	\$13,000	3	100%	\$0	100%	\$4,333
Training	\$0	0	0%	\$0	0%	\$0
Facilities	\$0	0	0%	\$0	%	\$0
Professional Services	\$425	1	100%	\$600	100%	\$1,025
ITE Services	\$3000	1	100%	\$2500	100%	\$5,500
Supplies, Maint., etc.	\$0	0	0%	\$0	0%	\$0
Other	\$0	0	0%	\$0	0%	\$0
Totals	\$73,970	14	100 %	\$12,050	100 %	\$17,333

D. Spending plan

Explain how the funds will be allocated.

Purchase	Description	Estimated Cost
Canon EOS Rebel 55 mm	Create digital images	1,000
HP scanner	Create digital assets	500
Server	store object images and information	6,000
Server Software	Server	2,000
Computers	Registrar	1,500
Computer upgrades	Other staff	2,000
TOTAL		13,000
Past Perfect		
Past Perfect basic	Integrated content management.	900
PP Version 4.0 upgrade	Necessary for current version	200
Network Upgrade 6-11 users	Necessary for multiple users	900
Multimedia/Imaging	Power to attach and display one or more images of each record. Works with scanners and digital cameras.	400
Scatter/Gather	Allows information to be scattered to portable mechanisms (disk, zip, CD) then gathered from the mechanism to the main CMS	350
Past Perfect On-line	Selects and creates a fully searchable online catalog. Creates and submits site map to Google for indexing. Delivers visitation reports.	500
Data Conversion	No need to re-key data. \$50/hour	500
First Year Support	Network users	425
Annual Tech support	Network users	[600] Annual cost, not counted in total
Users Guide		20

Training CD		40
TOTAL		4,235

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Execution Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: No quantifiable monetary value to non-operational benefit. Without a CMS the museum will continue to operate adequately. The real benefit comes from enhancement of museum operations, catching up to current museum collection management standards, and allowing the State Museum to be a role-model for Iowa museums.

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response: In the region of mid-western states, most state museum have a CMS in place. Use of CMS will place the State Museum in-line with expected practices. The use of a recognized CMS will be a benefit in grant applications, demonstrating to grantors that the State Museum is ready to use new technologies in the care and interpretation of the state's historical resources.

The main goal of this project is to get museum collection information into the hands of the people of Iowa using electronic capabilities. Allowing individuals access to museum collection information at their leisure is a stated goal of the SHSI Mission Statement. Using a recognized CMS to manage the museum collection and build an on-line catalog is the most efficient means to that end.

3. Execution Financial Benefit Worksheet – Copy items A through F from Part III (Planning Phase), Section III D6; item G is from Section IV C, above.

A. Total One Year Pre-Project cost (Section III D1):	\$16,700	
B. Total One Year Post-Project cost (Section III D2):	\$8350	
C. State Government Benefit (= A-B):		\$ 8350
D. One Year Citizen Benefit (Section III D3):		\$58,500
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$0
F. Total Planning Benefit (C+D+E)	\$66,850	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$17,333	
Benefit / Cost Ratio: (F/G) =	3.85	

Return On Investment (ROI): $((F-G) / \text{Requested Project Funds}) * 100$	244.71	
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[This section to be scored by application evaluator.]

Execution Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Evaluation Summary

[This section to be completed by application evaluator.]

Planning Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="checkbox"/>
Impact Evaluation (15 Points Maximum)	<input type="checkbox"/>
Customer Service Evaluation (10 Points Maximum)	<input type="checkbox"/>
Scope Evaluation (10 Points Maximum)	<input type="checkbox"/>
Funds Evaluation (5 Points Maximum)	<input type="checkbox"/>
Reengineering Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Timeline Evaluation (10 Points Maximum)	<input type="checkbox"/>
Planning Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
<u>TOTAL PLANNING EVALUATION</u> (90 Points Maximum)	<input type="checkbox"/>

Execution Timeline Evaluation (10Points Maximum)	<input type="checkbox"/>
Execution Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
Execution Funding Evaluation (10 Points Maximum)	<input type="checkbox"/>
<u>TOTAL EXECUTION EVALUATION</u> (35 Points Maximum)	<input type="checkbox"/>

Execution Phase:

Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after Execution and identify how they will be measured.

1. Improved customer service

Response: Citizens able to access museum collection information measured by how many hits on website and how long a visitor browses.

2. Citizen impact

Response: Fewer complaints regarding disposition of older museum collections measured by decline in these types of inquires at museum information desk, and by letter, email and phone.

3. Cost Savings

Response: Increase in citizen access without increase in overall museum costs measured over 5 years.

4. Project reengineering

Response: Greater efficiency in managing museum collections resulting in a reduction of time needed to post content online.

5. Source of funds (Budget %)

Response: IOWAccess funds for 1st year execution phase (100%)

6. Tangible/Intangible benefits

Response:

Tangible:

Increased online visits and browsing;

Increased citizen access to state government;

Greater citizen understanding of museum collections;

Intangible:

Greater transparency in state museum operations;

Increased perceived value of museum and collections;

Increased value of State Museum to citizens;

Increased status for State Museum among Iowa museums and on national scale.

State Library of Iowa

Sustaining A
State of Learners

State Library of Iowa
Ola Babcock Miller Bldg.
1112 East Grand Avenue
Des Moines, IA 50319
(515) 281-4105
(800) 248-4483
Fax: (515) 281-6191
www.statelibraryofiowa.org

Mary Wegner
State Librarian
(515) 281-4105
webmaster@lib.state.ia.us

Communications
(515) 281-7574
webmaster@lib.state.ia.us

Library Development
(515) 281-4105
webmaster@lib.state.ia.us

Library Services
(515) 281-4102
is@lib.state.ia.us

Patent & Trademark
Depository
(515) 281-4102
is@lib.state.ia.us

State Data Center
(515) 281-4102
census@lib.state.ia.us

State Documents
(515) 281-4102
is@lib.state.ia.us

State Medical Library
(515) 281-4102
is@lib.state.ia.us

State Law Library
Capitol Building
1007 East Grand Avenue
Des Moines, IA 50319
(515) 281-5124
Fax: (515) 281-5405
law@lib.state.ia.us

8/13/2009

To: Malcolm Huston
DAS-ITE, IOWAccess
Hoover Building

RE: IOWAccess Project Reimbursement Request

IOWAccess Project:
Ask a Question, Live Helper

Software renewal from Cybercon for Live Helper software
See attachment for details

Costs to be reimbursed to State Library of Iowa:

Cybercon	Live Helper Pro Plus Package 07/09 - 07/10	\$407.88
----------	--	----------

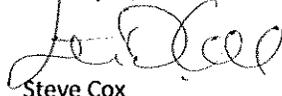
Total	<u>\$407.88</u>
-------	-----------------

1/3 coding to transfer funds	0001-282-6180-0301	<u>\$407.88</u>
------------------------------	--------------------	-----------------

To the best of the State Library of Iowa's knowledge, all Code of Iowa and Department of Administrative Services procurement rules and policies were followed for this IOWAccess project we are seeking reimbursement.

If you have any questions, please contact me at 281-8947 or
steve.cox@lib.state.ia.us

Thank you,



Steve Cox
Accounting Tech. II
State Library of Iowa

Cybercon Invoice

Tel: 1.314.621.9991, 1.800.932.2354

Fax: 1.314.241.17777

Invoice No: 532097

Due Date: 8/1/2009

Support: support@livehelper.com

Billing: billing@cybercon.com

Web: http://www.livehelper.com

Customer ID: IOWALIBRARY

Purchaser: **Iowa State Library**

Attn: Marie Harms

400 E 14th St., Room 203

Des Moines , IOWA 50319

UNITED STATES

Services:

From Date	To Date	Rate	Qty	Disc	BillingCycle	Subtotal
1. 7/23/2009	7/22/2010	39.99	1	\$6.00	Annually	\$407.88

Live Helper Pro Plus Package

SID: 1099892

All of the features of our Basic Package +

Preset HTML

Chat Transcripts

Basic Stats

Preset Text Messages

Real Time Spell Check

Transfer

Push Pages

Visitor Profile and Info

Customizable Chat Interface (Skins)

Pull and Live Interaction

Survey

SSL Secure Chat

P.O.# SD0922401

Total Charges: US\$407.88**Payment(s) Received:**

Date Received	Amount	Paid By	Exp. Date	Owner Name
8/13/2009	\$407.88	Visa	9/2012	Rosemary Hefty

Balance Due: \$0.00

Your invoice has been paid.

THANK YOU! We appreciate your business.

IGOV Boards and Commissions Execution Change Request

This request is for an additional \$110,000 for completion of the Execution Phase of the project. In September 2008, approval was given for \$167,000 based on the following estimates:

Phase One: \$52,000 or 446.7 hours

Phase Two: \$115,000 or 988 hours

This project was estimated using an iterative method of development. That methodology was used for the initial phase implementation, which consisted of redesigning the Boards & Commissions Web site. In this method documentation is developed in the Execution phase. During the requirements gathering and the Use Cases development it has become apparent that the full functionality desired by the customer was underestimated. These additional items include:

- In order to be more inclusive for board opportunities, a more stringent usability analysis and design effort were required. This necessitated the addition of a web design resource.
- The generation of Letters and Reports were added to the project scope.
- The functions performed by the identified actors, in particular the Staff Actor, increased dramatically.

These changes significantly impacted the following areas:

- Budgeted time for both development and testing increased.
- Rework of the Phase 1 deliverable was necessary to accommodate the increased functionality as per the revised requirements.

It has been determined the Iterative Method is no longer working as effectively as was expected for this project. This method requires a significant time commitment on the part of the customer which, due to the nature and time constraints of their duties, they are unable to reliably provide. We would like to migrate to the Waterfall method which we believe will enable us to exercise better project control.

Added Planning Personnel to Execution:

The additional times are reflected in the amounts in the second table.

Name	Task	Total Monies
Web Designer	Web Design	\$9,693.74
Business Analyst	Requirements Gathering	\$37,306.20
		\$46,999.94

Task	Original Baseline	New Estimate	Difference	Remaining Hours
Public Actor	32	81	49	26
Applicant Actor	259	274	15	28
Member Actor (included)	0	0	0	0

Board Administrator	50	104.5	54.5	15
Intern	112	122	10	70
Staff Actor	250	498.03	248.03	180
Letters	0	66.75	66.75	67
Reports	0	61.5	61.5	61
Testing	120	328	208	130
Bugs	105	89	-16	84
Other tasks <ul style="list-style-type: none"> • Database • System Processes • Deployment • Operations 	150	125	-25	82.5
Project Mgt	72	80	8	32
Business Analysis	0	168	168	0
Meetings	150	353	203	198
Phase 1	262.11	262.11	0	0
	1,562.11	2,612.89	1,050.78	973.5 / \$110,000.00



IOWAccess Project Concept Paper

1. **Email completed copy to the IOWAccess Manager: malcolm.huston@iowa.gov .**
 2. **Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.**
 3. **Contact ITE or vendor to prepare for project.**
-

Date

9/2/2009

Project Name:

Cyber Security Education and Awareness Training

Requesting Agency:

DAS-ITE, Information Security Office

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?

No

Project Point(s)-of-Contact (*include name and phone number*)

Alison Radl, Information Security Office, 725-2019

Project Sponsor (*include name and phone number*)

John Gillispie, 515-725-4707

Jeff Franklin, 515-281-4820

Business Case Justification

Cyber security incidents, both accidental and intentional, are a growing problem. State and local governments, as well the public, are at risk. A 2006 Federal Trade Commission study estimated that identity theft affected 3.7 % of the population¹. If that trend continues over 100,000 Iowans could become victims of identity theft each year.

Security incidents are costly with the average out of pocket expense estimated at \$371 per incident. The total cost to Iowa is estimated to be \$37,100,000 per year. Identity theft resulting from a security incident also has non-financial effects such as:

- Damage to credit history,
- Harassment by collection agents, and
- Denial of credit.

The goal of this proposal is to promote information security awareness in state and local government as well as the general public. Schools, cities and counties are often not able to

¹ For more information on identity theft visit <http://www.ftc.gov/os/2007/11/SynovateFinalReportIDTheft2006.pdf>

employ full time security staff or provide security awareness training. Security awareness training delivered via a web-based delivery system can provide organizations and individuals the tools they need to prevent security incidents and identity theft.

Expected Results in this Project

This project will:

- Promote web-based information security awareness training in state and local government,
- Allow organizations to track their employee's participation the training,
- Provide training on Iowa's data breach law, and
- Reduce the accidental disclosure of confidential citizen data.

Recipients of this Service

Citizens of Iowa, Schools, Cities, County and State Employees

Request (include dollar amount and description of what will be purchased - i.e. services, hardware, software)

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	Oct/2009	Dec/ 2009	\$20,000
Design	Jan/2009	March/2009	
Implementation	April/2009	June/2009	

Resources Being Contributed (people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars)

Agency Chief Information Officers, Information Security Officers and the Information Security Office are supportive of this objective and willing to contribute staff resources towards meeting this goal. We are currently forming a cross agency workgroup through the CIO Security Subcommittee to identify a means of accomplishing this project. Some funding can be obtained through agency support, but there currently is no central funding source for the State of Iowa able to fund this project.

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards? Does the project fulfill a new mandate or is it required by existing law? Is it required by IT standards or necessary to interface with existing application?

2. Other funding source(s)

What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability? Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

5. Enhanced access to government information/ greater interactivity

How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

7. Chance for success

Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

9. Transparency

How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

10. Efficiency

Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

_____	_____
Sponsor Signature	IOWAccess Manager Signature
_____	_____
Date	Date



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning approval, then complete and submit Parts IV and V to request Execution approval.

Part I - Project Information

Date:	9/1/2009
Agency Name:	Legislative Services Agency (LSA)
Project Name:	Iowa Code and Rules Easy Navigation and Search
Agency Manager:	Jeff VanEngelenhoven
Agency Manager Phone Number / E-Mail:	jeff.van.engelenhoven@legis.state.ia.us (515) 281-7842
Executive Sponsor (Agency Director or Designee):	Richard Johnson, Division Director Legal Services
Initial Total for Planning:	\$40,000 – Note: this request is for authorization for \$26,500 additional funding to complete the planning phase. The Council approved \$20,000 for the design phase, we utilized \$6,500. We will use the remaining \$13,500 and the additional \$26,500, if authorized, to complete the planning phase.
Initial Total for Execution:	This amount is unknown until the planning phase is complete.
Initial Total for all Phases of Project, if Multi-Phased:	
Project Timeline: (estimate start and end dates for project spending)	Planning Start Date: 9/10/2009 Planning End Date: 11/15/2009 Execution Start Date: 11/16/2009 Execution End Date: 6/30/2010
Revised Total for Planning and Execution:	\$
Revised Total for all Phases of Project, if Multi-Phased:	\$

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: The expected result of this project would be to improve citizen access to and understanding of the relationship between Iowa Administrative Rules and the Iowa Code. At present, many citizens are aware of the difference or relationship between Iowa Administrative Rules and Iowa Code. The objectives of this project would be accomplished by refining and exposing the relationship between the Iowa Administrative Rules and the Iowa Code by improving the ease and use of the navigation system in order to search the aforementioned Code and Rules.

At present, there is only a paper-based table that lists which rules are implementing the Iowa Code. Unfortunately the current system is not very accurate, since the Iowa Code is changed every year with sections added and deleted and provisions renumbered. The Iowa Administrative Rules contains 18,000 pages that is kept up to date under the auspices of the Executive Branch agencies. The development effort would create a link between Iowa Administrative Rules references and Iowa Code. The new system would recognize changes in the Iowa Code and the resulting reference changes required. This would allow a citizen who was interested in a certain topic to see the relevant Iowa Code sections and the rules implementing the Code section in relation to each other.

The creation of a uniform index for the Iowa Code and the Iowa Administrative Rules and the development of enhanced electronic index capabilities would allow the following:

- Allow a user to build collections across legal documents. An example could be a user interested in day care. In a single location the user could find all statutes and rules related to day care allowing him or her to build a single document that contains the related content.
- The creation of a uniform index would allow customized, subscription-based delivery of legal documents to be based upon uniform index entries. An individual could subscribe to "Day care" and be notified of changes or proposed changes to the Iowa Code or the Iowa Administrative Rules.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response: The Iowa Legislative Services Agency (LSA) is a non-partisan agency that organizes, updates, and publishes the Iowa Code and the Iowa Administrative Rules. The Iowa Code is the official collection of Iowa's permanent laws. The Iowa Administrative Rules is a composite of all rules written by the executive branch which have the full force and effect of law. The Iowa Administrative Rules contain rules that have been adopted by the state agencies to implement, interpret, or make specific the law enforced or administered by the agencies.

The LSA is continually working to improve the delivery and understanding of the legal documents it produces. One element of the LSA strategic plan is to provide the legal documents we produce in an accessible manner that helps the user understand their meaning.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements

consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response: The LSA is currently engaged in a multiyear digitization project to consolidate multiple publication platforms into a single database publishing and management platform using standardized software. This project includes replacing the current legacy systems used for the production of bills, amendments, the Iowa Code, and the Iowa Administrative Rules. The project is in the third year with the production release of all phases to be complete by the end of the fiscal year 2010.

The major change has been the implementation of a standardized content markup language (XML) across all critical databases. This has been key to enhancing both the integration and extensibility of the new platform and software system.

The new design provides functionality as interoperable services (SOA) and allows these services to be available and used from systems created by other organizations. Underlying and enabling all of this requires metadata in sufficient detail to describe the characteristics of these services and the data that drives them. With the extensive use of XML in SOA to structure data there is a broad description-container.

The new system is using Web services to implement SOA. The Web services make data accessible over standard Internet protocols independent of platforms and programming languages. As a service provider the intent is to make the information more transparent.

All existing enterprise standards will be followed where applicable.

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response: No

Is this project or expenditure required by state law, rule or order?

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response: Chapter 2B of the Iowa Code requires the Legislative Services Agency to publish certain legal documents. These include the Iowa Administrative Rules, the Iowa Court Rules, the Iowa Code, the Iowa Code Supplement, and the Iowa Acts.

Does this project or expenditure meet a health, safety or security requirement?

YES (If "YES", explain.)

Response: No

Is this project or expenditure necessary for compliance with an enterprise technology standard?

YES (If "YES", cite the specific standard.)

Response: No

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response: All executive branch agencies that write rules will be involved in verifying and updating the rules implementing statutes table. Legislative Services Agency staff will be involved in creating the unified index for statutes and rules.

Anyone who uses the statutes and rules will be direct users of the system. These would include:

- Legislators
- State Agencies
- County and City Employees
- Lobbyists
- Iowa Courts/Judicial
- Citizens

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: By enhancing both statutes and rules with metadata (tagging of content with additional information) we will be able to help the average citizen find the laws in which they are interested. The creation of a unified index will allow individuals to look for topics and find the related statute and rule. By linking both statutes and rules with the information necessary to understand which rules are implementing which statutes, the individual user will benefit because it will deliver relevant statutes and rules in context with each other.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response: A modern, sophisticated system of law provides wide access to both current law and the process to change current law. Providing enhanced access to both statutes and related rules improves citizen access to current law and allows citizens to petition either their legislators for a

change in the law or the executive branch for a change in the application of the administrative rules.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response: No direct applicability but enhanced citizen access to both statutes and rules relating to public health and safety enables better citizen participation in execution of public health and safety statutes and rules.

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).



F. Scope

Is this project the first part of a future, larger project?

- YES (If "YES", explain.) NO, it is a stand-alone project

Response: The LSA will be putting an emphasis on creating many tools that will generate greater access to bills, amendments, the Iowa Code, and the Iowa Administrative Rules. The additional tools include:

- **Development of a customized subscription-based delivery of legal documents. This would allow the user to sign up for updates by RSS, email, etc. The user could subscribe by index subject, keyword, chapter, or committee. The subscription could include various products.**
- **Allowing developers access to the current legal documents through the creation of web services.**
- **Providing a tool for local delivery of collections with automatic updates. This may be a good delivery mechanism for people who do not have constant web connectivity (field workers).**
- **Allowing storage by individuals of annotations that are tied to pieces of content. This could be a repository for comments or notes on a specific statute, rule, or bill.**

The development effort on the delivery of all of these tools for the public will require a large effort. We anticipate a significant cost in developer services. In addition, the use of LSA resources for the development effort will be significant.

Is this project a continuation of a previously begun project?



YES (If "YES", explain.)

Response: The LSA is currently engaged in a multiyear digitization project to consolidate multiple publication platforms into a single database publishing and management platform using standardized software. The major change has been the implementation of a standardized content markup language (XML) across all critical databases. The development focus has been on document creation, the internal business process, and workflow. The LSA is now starting the development of the publicly accessible tools that will improve citizen access and understanding of Iowa law.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points). 
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response: This is part of a multiyear effort to redesign the LSA legal publications. The Legislative Council has allocated \$1.6 million annually to this effort. Once the planning phase has determined the cost of this project the LSA will commit at least 50% towards its development and then ask lowAccess to consider funding the remaining amount. The system will be on the Legislative computer system and the agency will absorb 100% of the ongoing operational and maintenance costs.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Planning Proposal

Amount of Planning Funding Requested: \$

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response: The Iowa Code is the official collection of Iowa’s permanent laws. The Iowa Administrative Rules are written by the Executive Branch which has the full force and effect of law. The Iowa Administrative Rules have been adopted by the state agencies to implement, interpret, or make specific the law enforced or administered by the agencies.

The Iowa Code and the Iowa Administrative Rules are available both in electronic format and printed copy. Each publication has an index available to help users find information. These indexes are different between the publications. The Administrative Rules do contain information about which statutes they are implementing. Unfortunately many of the references are not up to date with the current code, incomplete or simply incorrect.

An average citizen would find it difficult, in some cases, to look for a topic and understand the current law – both statutes and rules. The LSA does provide advanced searching tools that will look for words and phrases. These tools are valuable to individuals who know what they are looking for and understand how statutes and rules are related. They may not help the average citizen who does not have an understanding of the relationship between statutes and rules.

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: By enhancing both statutes and rules with metadata (tagging of content with additional information) this project will help the average citizen find the laws in which they are interested. The creation of a unified index will allow users to look at topics and find the related statutes and

rules. By linking both statutes and rules with the information necessary to understand which rules are implementing which statutes, the project will allow the delivery of relevant statutes and rules in context with each other.

The provided use cases give examples of a few scenarios of an average citizen taking advantage of this system. It is easy to think of hundreds of other scenarios which would leverage this new ability to deliver relevant rules and statutes together to interested citizens.

A modern, sophisticated system of law provides wide access to both current law and the process to change current law. Providing enhanced access to both statutes and related rules improves citizen access to current law and allows citizens to petition either their legislators for a change in the law or the executive branch for a change in the application of the administrative rules.

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date**, **projected end date**, planning, and database Planning. Also include the parties responsible for each item.

Begin planning date – September 2009

End planning date – November 2009

Execution dates would be determined after the planning phase.

[This section to be scored by application evaluator.]

Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending plan

Explain how the funds will be allocated.

Planning Activities	Hours	Cost
Customer Meetings	20	2,000
Team Meetings	70	7,000
ROI Planning Document	15	1,500
Detail Design	70	7,000
Project Management	50	5,000
Business Analysis	75	7,500
Mock Up Screens	70	7,000
Test Document	30	3,000
Total		\$ 40,000

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

Not applicable

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

Not applicable

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification: This is not possible to quantify. Thousands of citizens use the statutes and the rules. The saving of their time in quickly finding applicable rules and statutes could be very large, yet we are unable to quantify the exact number.

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response: Not Applicable

5. Planning Phase Cost Calculation

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, etc., during the Planning Phase.

Response: The spending plans estimates that \$40,000 will be spent on the planning phase (Part 3C). The LSA estimates that it will contribute at least as many hours as the consultant during the planning phase. It is anticipated LSA will contribute \$15,000 to \$20,000 of personal services towards the planning stage.

Once the planning phase has determined the cost of this project, the LSA will commit at least 50% towards its development and then ask lowAccess to consider funding the remaining amount. The system will be on the Legislative computer system and the agency will absorb 100% of the ongoing operational and maintenance costs.

6. Planning Financial Benefit Worksheet

These costs will be able to be determined after the planning phase. The ability to quantify the impact is subject to many underlying assumptions that are unknown.

7. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response: This project will greatly enhance the citizen's interaction with the Iowa Code and the Iowa Administrative Rules. This project also provides access to legal information in a way which, at this time, is not available to the public. The citizen will then be able to analyze and use legal information in new and different ways to discern both opportunities the law may afford the citizen, as well as restraints placed on the citizen.

[This section to be scored by application evaluator.]

Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Iowa

Code and Rules

Easy Navigation and Search

Scope Analysis

September 2, 2009

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PREAMBLE

This Scope Analysis presents findings on the breadth and depth of a system that will provide improved accessibility to the Iowa Code and Rules.

PROJECT DESCRIPTION

BACKGROUND

The LSA is currently engaged in a multiyear computerization project to consolidate multiple publication platforms into one database publishing and management platform using standardized software. This project includes replacing the current legacy systems used for the production of bills, amendments, the Iowa Code, and the Iowa Administrative Code. The project is in the third year with the production release of all phases to be complete by March 2010.

The major change has been the implementation of a standardized content markup language (XML) across all critical databases. This has been key to enhancing both the integration and extensibility of the new platform and software system.

The development focus has been on document creation, the internal business process, and workflow. The LSA will now begin the development of the publicly accessible tools that will improve citizen access and understanding of Iowa law.

Currently users of the Iowa Code and the Iowa Administrative Code face two issues that would be addressed by this project:

- The Iowa Administrative Code rules which are implementing the statutes in the Iowa Code are paper-based, sometimes inaccurate in terms of referencing the Iowa Code, and hard to access.
- The current index taxonomy of the Iowa Code and the Iowa Administrative Code is not uniform, the indices are designed for paper-based delivery, and, at times, the publication of the indices occurs significantly later than the updated versions of the law.

GOALS

The goal of this project is to improve citizen access to and understanding of the relationship of the Iowa Administrative Rules and the Iowa Code. This will be accomplished by refining and exposing that relationship. Many citizens are not clear of the difference or relationship

between the Iowa Administrative Rules and the Iowa Code. This project will result in an easy to use navigation and search across the Iowa Code and the Iowa Administrative Code.

There is currently a paper-based tool that lists which rules are implementing the Iowa Code. Unfortunately the current system is not very accurate. The Iowa Code is changed every year. Sections are added and deleted and provisions are renumbered. The Administrative Code contains 18,000 pages that are the responsibility of the Executive Branch agencies to keep up to date. The development effort would create the tagging of Iowa Administrative Code references to the Iowa Code. The new system will recognize changes in the Iowa Code and the resulting reference changes required. This will allow a citizen who is interested in a certain topic to see the relevant Iowa Code sections and the rules implementing the Code section in context with each other.

The creation of a uniform index for the Iowa Code and the Iowa Administrative Code and the development of enhanced electronic index capabilities will:

Allow a user the ability to build collections across legal documents. An example could be a user interested in amphibians. In a single location that user could find all statutes and rules related to amphibians and build a single document that contained the related content.

The creation of a uniform index would allow customized, subscription-based delivery of legal documents to be based upon uniform index entries. A person could subscribe to "amphibians" and be notified of changes or proposed changes to the Iowa Code or the Iowa Administrative Code.

SCOPE

USER EXPERIENCE

Anyone who interacts with Iowa law – the average citizen, the business owner, the farmer, the lawyer, the politician – will benefit from an intuitive user interface, enhanced search and browsing capability, clear representation of the relationships between Code and Rules, and the ability to create document collections of relevant Code and Rules. (See **Figure 1**)

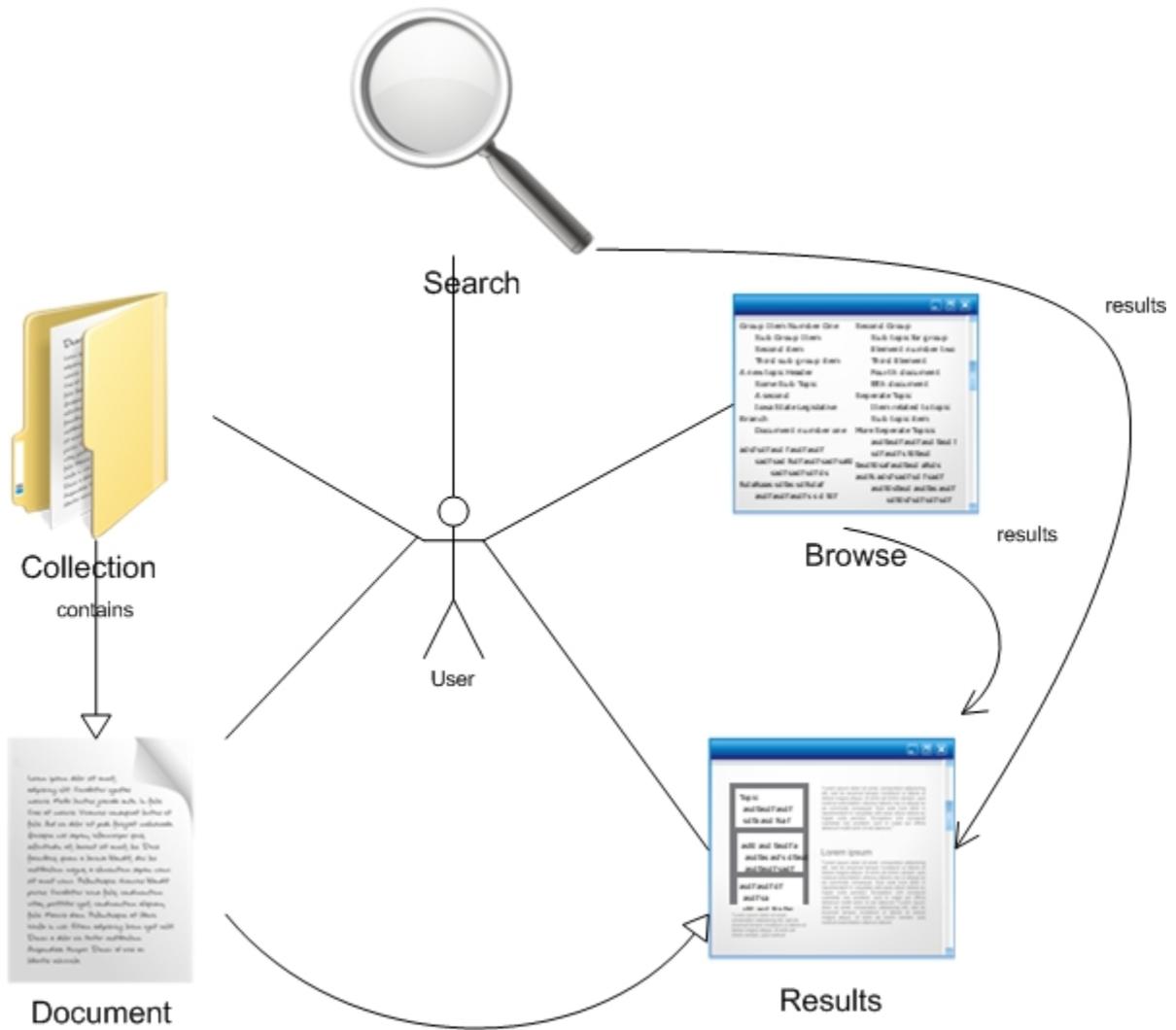


Figure 1: Conceptual Overview of User Experience

DOCUMENTS

The term document is used to refer to a discrete result that represents some specific portion of Iowa Code or Rules or other category of content. A document has a specific category (a logical group that it belongs to), one or more topics (tags that identify the content of the document), and links (relationships to other documents). (See **Figure 2**)

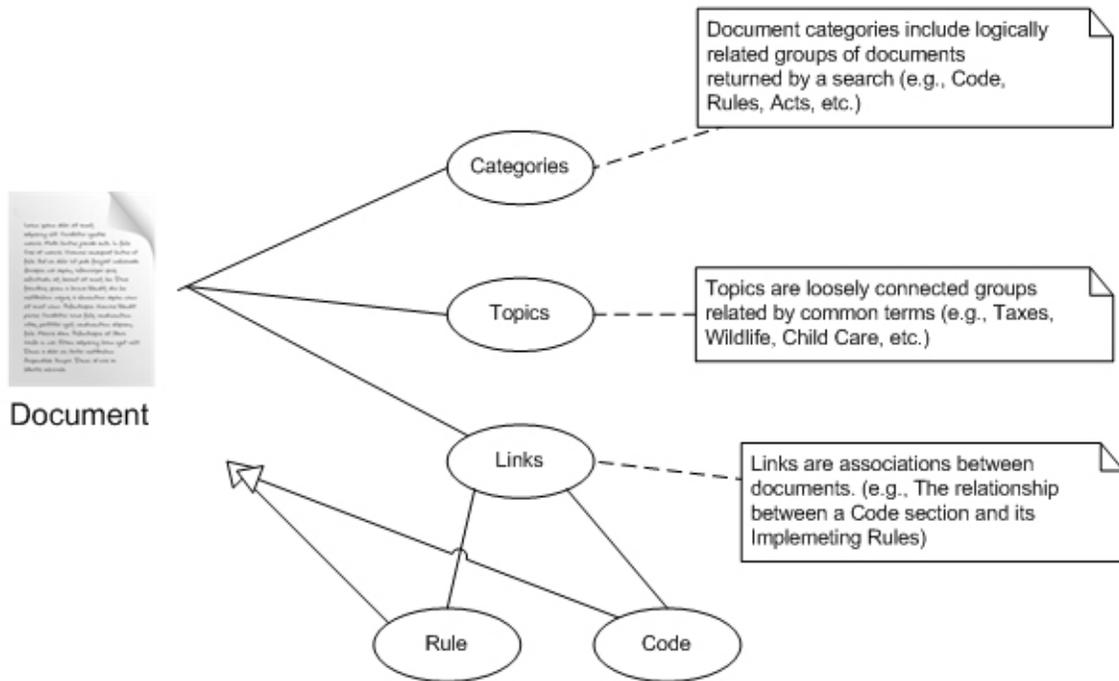


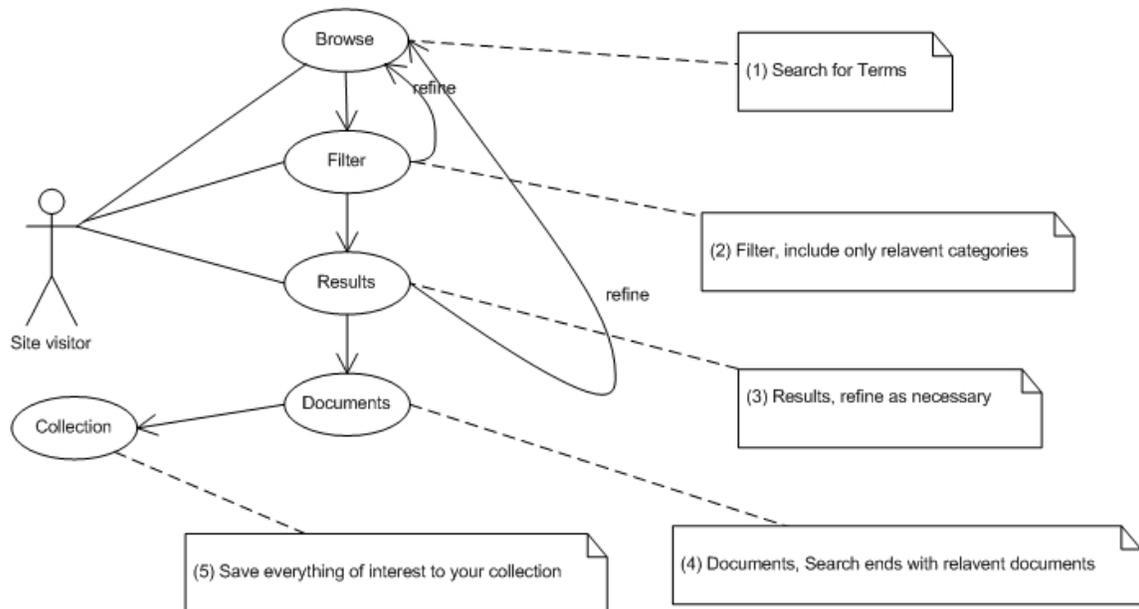
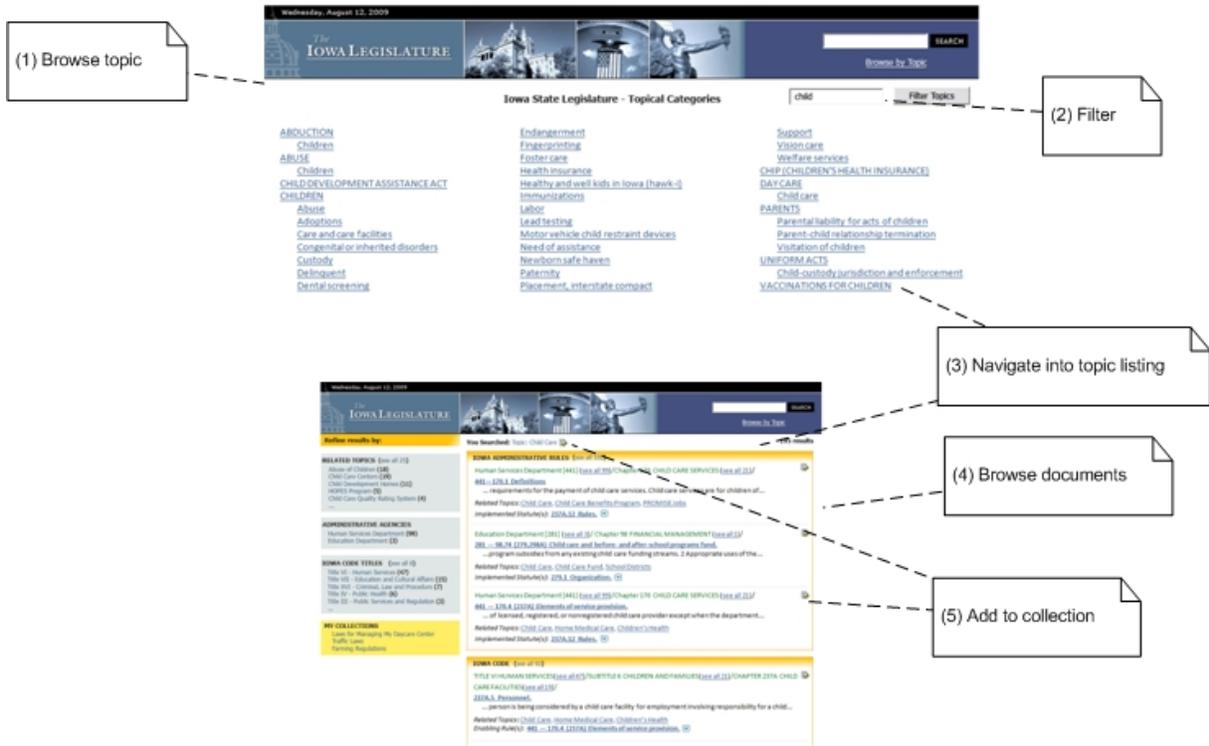
Figure 2: Document Details: Identifying Relationships

PROCESS FLOW

TOPICAL BROWSING

Topical Browsing functionality is created via document-level indexing (or tagging) of content with generally-understood terms. The power of topical browsing is that a user searching for one area of law can be led by the system to related areas of law that do not contain the specific term that the user searched for.

Topical browsing can be utilized from the commencement of a user's research into an area of law, or it can be utilized at any point during research by accessing the "Related Topics" links which are generated at each step of the search and refine process. (See **Figure 3**)

(1) Browse topic

Iowa State Legislature - Topical Categories

- ABDUCTION
 - Children
- ABUSE
 - Children
- CHILD DEVELOPMENT ASSISTANCE ACT
- CHILDREN
 - Abuse
 - Adoptions
 - Care and care facilities
 - Congenital or inherited disorders
 - Custody
 - Delinquency
 - Dental screening
 - Engagement
 - Fingerprinting
 - Foster care
 - Health insurance
 - Healthy and well kids in Iowa (hawk-i)
 - Immigrations
 - Labor
 - Lead testing
 - Motor vehicle child restraint devices
 - Need of assistance
 - Narcotics safe haven
 - Paternity
 - Placement, interstate compact
 - Support
 - Vision care
 - Welfare services
- CHIP (CHILDREN'S HEALTH INSURANCE)
- DAY CARE
 - Child care
- PARENTS
 - Parental liability for acts of children
 - Parent-child relationship termination
 - Visitation of children
- UNIFORM ACTS
 - Child-custody jurisdiction and enforcement
- VACCINATIONS FOR CHILDREN

(2) Filter

(3) Navigate into topic listing

(4) Browse documents

(5) Add to collection

Figure 3: Process Diagram of Topical Browsing

TEXT SEARCHES

Text searches allow a user who has a specific word or term in mind to commence research by using that term. Results for that term search can be presented with context around the term searched on and with highlighting or bolding of the searched term.

A user can begin with a term search and find a related topic to that term and transition into browsing through documents under that topic. (See **Figure 4**)

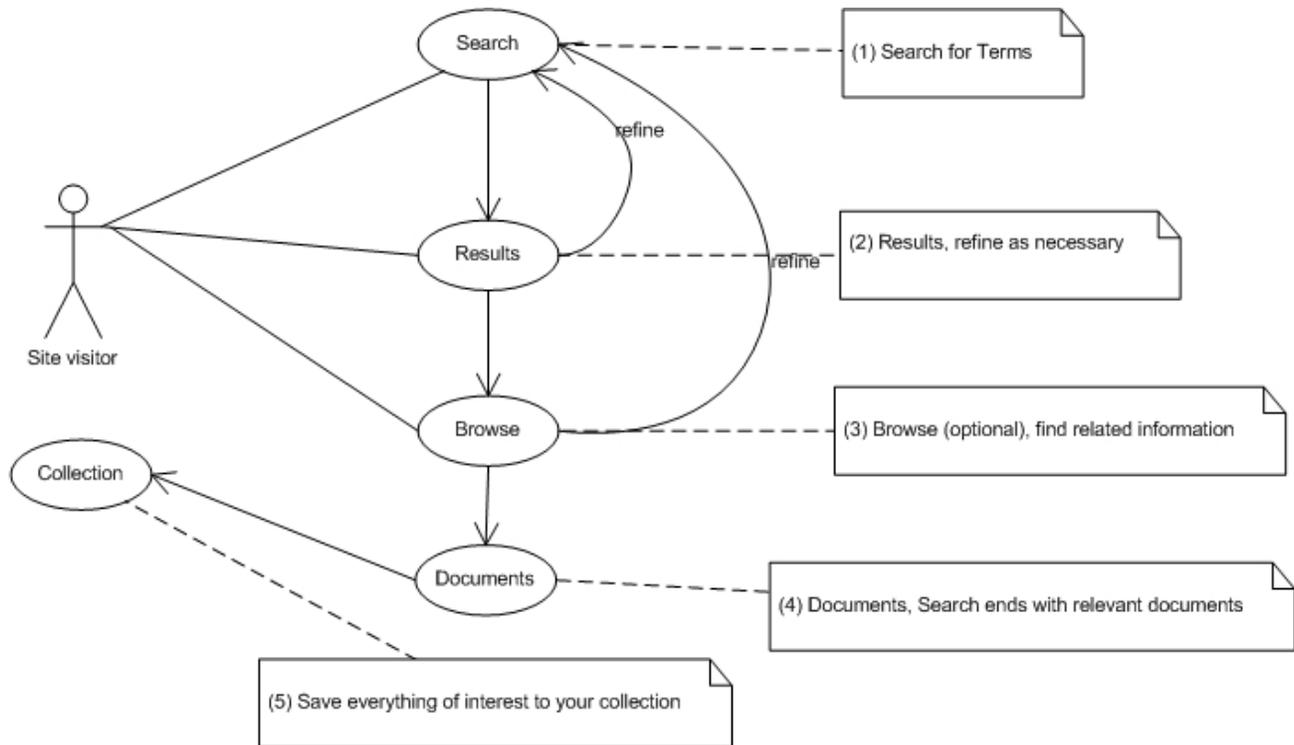


Figure 4: Process Diagram of Text Searching

DOCUMENT COLLECTIONS

A document collection is created by a user during the course of browsing or searching lowa law. A user can create a collection that contains any grouping of documents that make sense to their situation. A user can also add an entire topic or a specific search query to a collection.

The parameters of the collection will be saved and the user will see updated content each time he looks at the documents in his collection. The user can add or remove documents from his collection at any time and can export his collection to PDF, print, and/or email his collection. (See **Figure 5** and **Figure 6**)

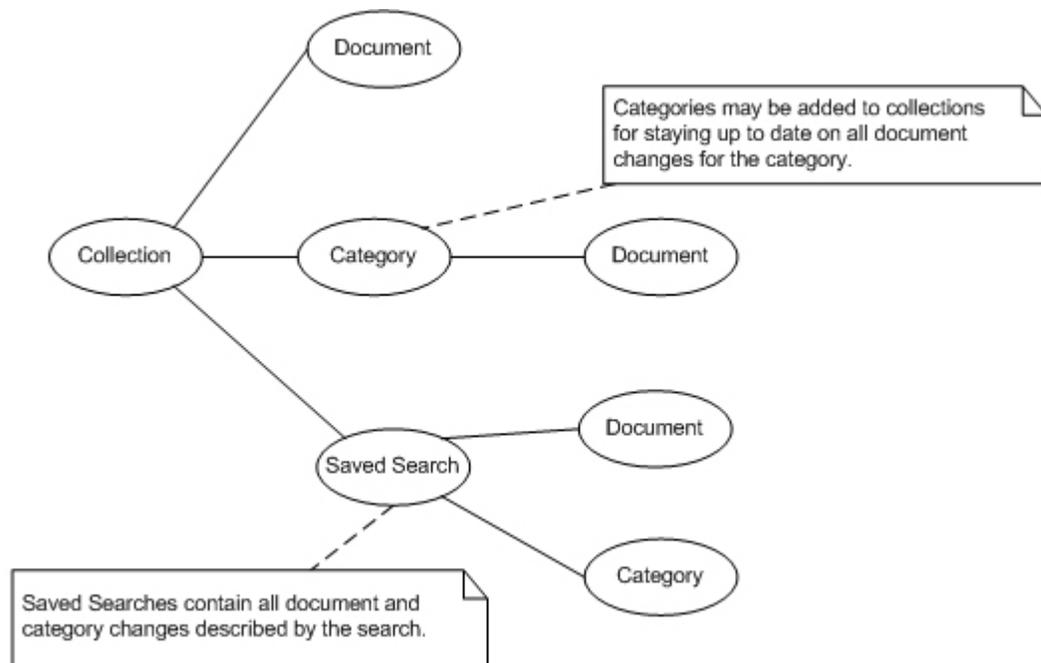


Figure 5: Components of Document Collections

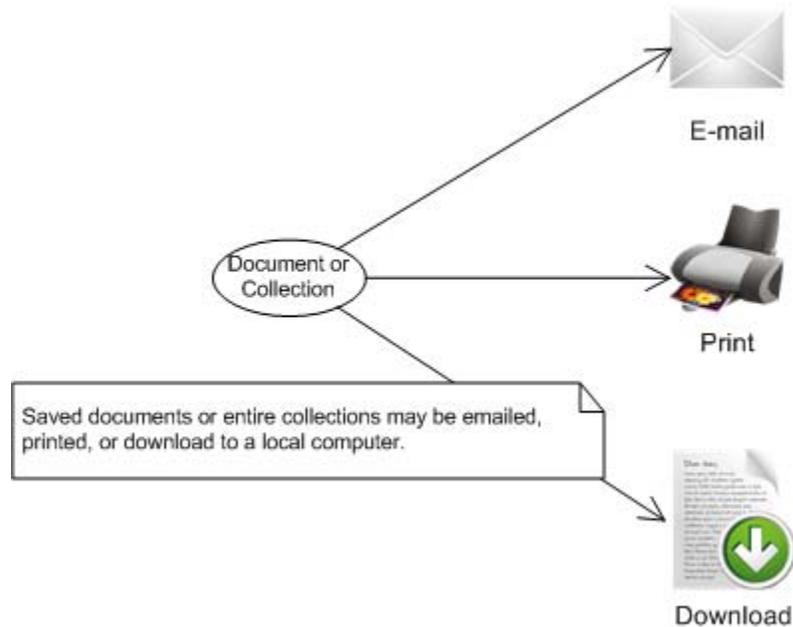


Figure 6: Document Collection Export

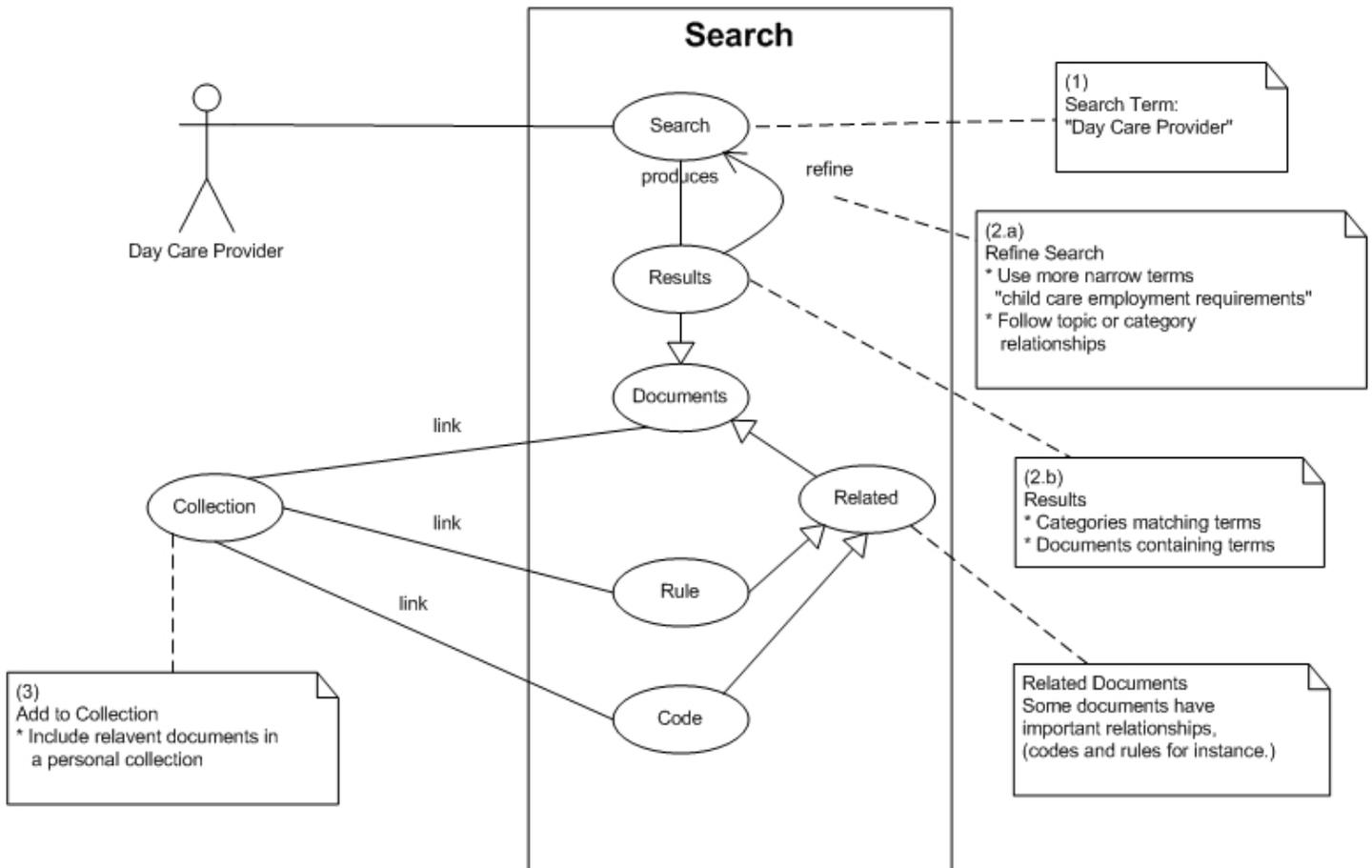
USER SCENARIO

In order to demonstrate the full scope of the product from the perspective of an end-user, we created a possible scenario for a specific user accessing the system and researching various areas of Iowa law.

The user is owner of a Day Care facility and wants to understand the legal requirements for his Day Care. He needs to know the substantive Code and Rules that affect him specifically as a Day Care owner as well as other Iowa provisions that affect company owners generally.

This sample use case will also demonstrate how the highlighted relationship between Code and Rules can benefit a user of the system and how the Related Topics can help a user find important law that they didn't know about.

Scenario - Day Care Provider
Overview



Scenario: Day Care Provider
Step by Step Example

Introduction

A day care provider is opening a new facility. This scenario describes a user's experience using The Iowa Code and Rules Easy Navigation system to learn more about the requirements affecting the new business, including legal compliance responsibilities.

(1)
User begins by browsing topics



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The IOWA LEGISLATURE

Iowa State Legislature - Topical Categories

CHILD Filter Topics

- ABDUCTION
 - Children
- ABUSE
 - Children
- CHILD DEVELOPMENT ASSISTANCE ACT
- CHILDREN
 - Abuse
 - Adoptions
 - Care and care facilities
 - Consequential inheritance disorders
 - Custody
 - Delinquent
 - Dental screening
- Endangerment
- Fingerprinting
- Foster care
- Health insurance
- Healthy and well kids in Iowa (hawk-i)
- Immunizations
- Labor
- Lead testing
- Motor vehicle child restraint devices
- Need of assistance
- Newborn safe haven
- Paternity
- Placement, interstate compact
- Support
- Vision care
- Welfare services
- CHIP (CHILDREN'S HEALTH INSURANCE)
- DAY CARE
 - Child care
- PARENTS
 - Parental liability for acts of children
 - Parent-child relationship termination
 - Visitation of children
- UNIFORM ACTS
 - Child-custody jurisdiction and enforcement
- VACCINATIONS FOR CHILDREN

(2)
Narrow the list of topics by filtering on the term "child".



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Refine results by: You Searched: Topic: Child Care 195 results

RELATED TOPICS (see all 25)

- Abuse of Children (18)
- Child Care Centers (19)
- Child Development Homes (11)
- HPES Program (5)
- Child Care Quality Rating System (4)

ADMINISTRATIVE AGENCIES

- Human Services Department (99)
- Education Department (3)

IOWA CODE TITLES (see all 10)

- Title VI - Human Services (47)
- Title VI - Education and Cultural Affairs (15)
- Title XVI - Criminal, Law and Procedure (7)
- Title IV - Public Health (6)
- Title III - Public Services and Regulation (3)

MY COLLECTIONS

- Laws for Managing My Daycare Center
- Traffic Laws
- Farming Regulations

IOWA ADMINISTRATIVE RULES (see all 100)

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/461—170.1 Definitions
... requirements for the payment of child care services. Child care services are for children of...
Related Topics: Child Care, Child Care Benefits Program, PROMISE jobs
implemented Statute(s): 237A.12 Rules, ☐

Education Department [281] (see all 3)/Chapter 98 FINANCIAL MANAGEMENT (see all 1)/281—98.24 (279,298A) Child care and before- and after-school programs fund.
... program subsidies from any existing child care funding streams. 2 Appropriate uses of the...
Related Topics: Child Care, Child Care Funds, School Districts
implemented Statute(s): 279.1 Organization, ☐

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/461—170.A (237A) Elements of service provision.
... of licensed, registered, or nonregistered child care provider except when the department...
Related Topics: Child Care, Home Medical Care, Children's Health
implemented Statute(s): 237A.12 Rules, ☐

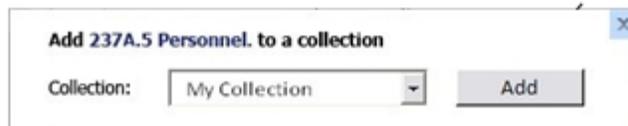
IOWA CODE (see all 93)

TITLE VI HUMAN SERVICES (see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES (see all 21)/CHAPTER 237A CHILD CARE FACILITIES (see all 19)/237A.5 Personnel.
... person is being considered by a child care facility for employment involving responsibility for a child...
Related Topics: Child Care, Home Medical Care, Children's Health
Enabling Rule(s): 461—170.A (237A) Elements of service provision, ☐

(3)
Interested in "Child Care", this topic is selected and a list of its contents is shown.

(4.a)
Interested in documents about licensing, a relevant document is added to a collection.

(4.b)
The Add to Collection popup allows a specific collection to be selected.



Add 237A.5 Personnel. to a collection

Collection:

(5)
Observing an "implemented Statute",
the drop down indicator is expanded
revealing a statute requiring a
medical examination.



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The IOWA LEGISLATURE

Refine results by: You Searched: Topic: Child Care 195 results

RELATED TOPICS (see all 25)

- Abuse of Children (18)
- Child Care Centers (19)
- Child Development Homes (11)
- HOPEs Program (3)
- Child Care Quality Rating System (4)

ADMINISTRATIVE AGENCIES

- Human Services Department (29)
- Education Department (3)

IOWA CODE TITLES (see all 3)

- Title VI - Human Services (47)
- Title VII - Education and Cultural Affairs (15)
- Title XVI - Criminal, Law and Procedure (7)
- Title IV - Public Health (6)
- Title III - Public Services and Regulation (5)

MY COLLECTIONS

- Laws for Managing My Daycare Center
- Traffic Laws
- Farming Regulations

IOWA ADMINISTRATIVE RULES (see all 103)

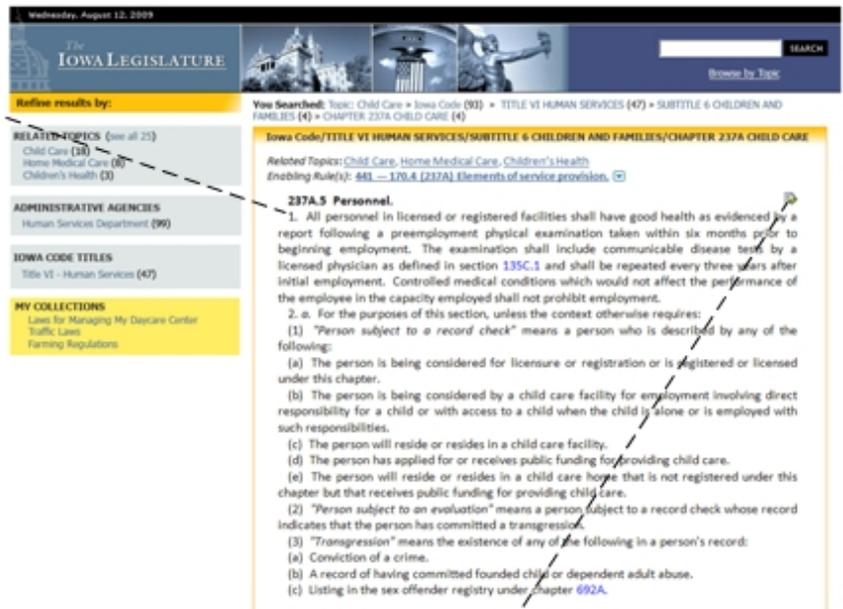
Human Services Department [441] (see all 99)/Chapter 179 CHILD CARE SERVICES (see all 231)/643-179.1 Definitions
... requirements for the payment of child care services. Child care services are for children of...
Related Topics: Child Care, Child Care Benefits Program, PROMISE Jobs
Implemented Statute(s): 237A.12 Rules.

TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)/237A.12 Rules.
personnel in licensed or registered facilities shall have good health as evidenced by a physical...
Related Topics: Child Care, Home Medical Care, Children's Health

Education Department [281] (see all 3)/ Chapter 98 FINANCIAL MANAGEMENT (see all 1)/281-98.24 (279.298A) Child care and before- and after- school program fund.
...program subsidies from any existing child care funding streams. 2 Appropriate uses of the...
Related Topics: Child Care, Child Care Fund, School Districts
Implemented Statute(s): 279.3 Organization.

Human Services Department [441] (see all 99)/Chapter 179 CHILD CARE SERVICES (see all 231)/TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)/237A.5 Personnel.
...person is being considered by a child care facility for employment involving responsibility for a child...
Related Topics: Child Care, Home Medical Care, Children's Health
Enabling Rule(s): 641-179.4 (237A) Elements of service provision.

(6)
Opening the document view of the
interesting statute reads "All personnel
in licensed or registered facilities shall
have good health as evidenced by a
report following a preemployment
physical examination taken within
six months prior to beginning employment."



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The IOWA LEGISLATURE

Refine results by: You Searched: Topic: Child Care + Iowa Code (93) + TITLE VI HUMAN SERVICES (47) + SUBTITLE 6 CHILDREN AND FAMILIES (4) + CHAPTER 237A CHILD CARE (4)

RELATED TOPICS (see all 25)

- Child Care (18)
- Home Medical Care (6)
- Children's Health (3)

ADMINISTRATIVE AGENCIES

- Human Services Department (96)

IOWA CODE TITLES

- Title VI - Human Services (47)

MY COLLECTIONS

- Laws for Managing My Daycare Center
- Traffic Laws
- Farming Regulations

IOWA CODE/TITLE VI HUMAN SERVICES/SUBTITLE 6 CHILDREN AND FAMILIES/CHAPTER 237A CHILD CARE

Related Topics: Child Care, Home Medical Care, Children's Health
Enabling Rule(s): 641-179.4 (237A) Elements of service provision.

237A.5 Personnel.

- All personnel in licensed or registered facilities shall have good health as evidenced by a report following a preemployment physical examination taken within six months prior to beginning employment. The examination shall include communicable disease tests by a licensed physician as defined in section 135C.1 and shall be repeated every three years after initial employment. Controlled medical conditions which would not affect the performance of the employee in the capacity employed shall not prohibit employment.
- For the purposes of this section, unless the context otherwise requires:
 - "Person subject to a record check" means a person who is described by any of the following:
 - The person is being considered for licensure or registration or is registered or licensed under this chapter.
 - The person is being considered by a child care facility for employment involving direct responsibility for a child or with access to a child when the child is alone or is employed with such responsibilities.
 - The person will reside or resides in a child care facility.
 - The person has applied for or receives public funding for providing child care.
 - The person will reside or resides in a child care home that is not registered under this chapter but that receives public funding for providing child care.
 - "Person subject to an evaluation" means a person subject to a record check whose record indicates that the person has committed a transgression.
 - "Transgression" means the existence of any of the following in a person's record:
 - Conviction of a crime.
 - A record of having committed founded child or dependent adult abuse.
 - Listing in the sex offender registry under chapter 692A.

(7)
This important statute is added to the collection

(8)
Back at the original topic view,
in the left hand context menu
the provider sees a relevant
link under Related Topics.
A Child Care Quality Rating System
(of which he was previously unaware.)

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Refine results by:

You Searched: Topic: Child Care

RELATED TOPICS (see all 25)
Abuse of Children (18)
Child Care Centers (19)
Child Development Homes (11)
HOPEs Program (5)
Child Care Quality Rating System (4)
...

ADMINISTRATIVE AGENCIES
Human Services Department (99)
Education Department (3)

IOWA CODE TITLES (see all 8)
Title VI - Human Services (47)
Title VII - Education and Cultural Affairs (15)
Title XVI - Criminal, Law and Procedure (7)
Title IV - Public Health (6)
Title III - Public Services and Regulation (3)
...

MY COLLECTIONS
Laws for Managing My Daycare Center
Traffic Laws
Farming Regulations

IOWA ADMINISTRATIVE RULES (see all 441—170.1 Definitions
... requirements for the payment of
Related Topics: [Child Care](#), [Child Care B](#)
Implemented Statute(s): [237A.12 Rule](#)

TITLE VI HUMAN SERVICES(see all 47)
CHILD CARE FACILITIES(see all 19)/
[237A.12 Rules](#),
... personnel in licensed or regist
Related Topics: [Child Care](#), [Home N](#)

Education Department [281] (see all 3).
[281 — 98.74 \(279,298A\) Child care and](#)
...program subsidies from any existir
Related Topics: [Child Care](#), [Child Care F](#)
Implemented Statute(s): [279.1 Organi](#)

Human Services Department [441] (see all 441)
TITLE VI HUMAN SERVICES(see all 47)/
CHILD CARE FACILITIES(see all 19)/

(9)
After browsing the "Child Care
Quality Rating System" topic,
finding all parts relevant the entire
category is added to the collection.

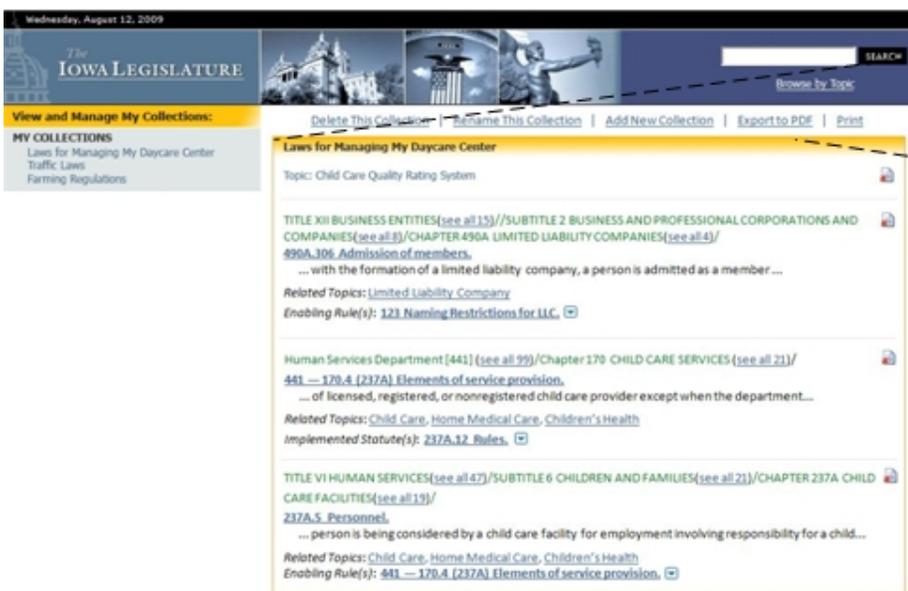
You Searched: Topic: Child Care Quality Rating System  **4 results**



(10)
Having more questions about the naming guidelines for the planned LLC daycare center, a new search is executed for "Limited Liability Company."



(11)
Finding statute "490A Limited Liability Companies" which contains guidelines on forming and naming LLCs, this statute is added to a collection.



(12)
Finding the necessary information, provider navigates to the personal collection

(13)
Documents are exported from the collection to PDF for use in managing his business.

TECHNICAL CONSIDERATIONS

The following technical areas will be explored in detail during the planning phase. Decisions will be made regarding technical approach. Technical dependencies will be identified during planning.

HARDWARE

Plan the hardware to be used for deploying the new applications and services. What existing hardware will be used and what new hardware will be required. Include information for all application/web servers, database servers, and file servers required by the solution.

SEARCH TECHNOLOGY

Determine the appropriate search technology to be used by the web application. The proposed web application leverages complex search functionality including: facets/navigators, high transaction searching, large content volume indexing, field indexing, and search drill down via fields/navigators. Determine the most appropriate search technology to be used to provide the search functionality.

UNIFIED TAXONOMY TOOLS (AKA INDEXING/TOPIC/CLASSIFICATION TOOLS)

The success of the proposed solution hinges on the existence of high-quality, accurate, uniform taxonomy classification on all documents across all document types (specifically Administrative Rules and Iowa Code). A suite of taxonomy tools must be created to support the following:

- **Taxonomy Workflow Management:** Plan how new index topics are to be created including any necessary approval processes.
- **Unified Taxonomy Tools:** Plan the reports necessary to indicate indirect taxonomy classifications (rules to code and the reverse).
- **Index Migration:** Plan the migration of existing index or taxonomy classification to the new target tagging schema.
- **Taxonomy Merging:** Plan how existing taxonomies will be merged.
- **Involvement of Agencies:** Plan the appropriate involvement of the Agencies and how the Agencies will most efficiently and effectively contribute to the taxonomy.
- **Conflict Resolution:** Plan how conflicts will be identified and resolved.

IMPROVED RULES-TO-CODE RELATIONSHIP

Plan the improvements to be made to the rules-to-code relationship. Currently the rules link only to implemented code chapters. However, if this relationship could be made more granular, the delivery of code and rules can be greatly enhanced.

REPORTING

Plan the reports to be generated including an indication to the agencies of what code-to-rules relationships are impacted by a content change to either Administrative Rules or to Iowa Code. Provide indirect metadata application reports. Provide reporting tools to facilitate the management of taxonomy.

COLLECTION CREATION

Determine how to deliver, electronically, custom collections of content. Determine whether or not PDF merge is required along with a Table of Contents indicated what is included in the custom collection and what is not (disclaimer). Determine how to manage the following additions to custom collections:

- Individual Documents
- Topics
- User performed queries
- Content “branches” based on location

WEB PUBLISHING

Consider publishing HTML vs. PDF and determine appropriate format for content publishing. Plan the necessary style-sheets for generating the required output formats.

APPENDIX – SCREEN MOCKUPS



SEARCH

Browse by Topic

Filter Topics

child

- [ABDUCTION](#)
- [Children](#)
- [ABUSE](#)
- [Children](#)
- [CHILD DEVELOPMENT ASSISTANCE ACT](#)
- [CHILDREN](#)
- [Abuse](#)
- [Adoptions](#)
- [Care and care facilities](#)
- [Congenital or inherited disorders](#)
- [Custody](#)
- [Delinquent](#)
- [Dental screening](#)

Iowa State Legislature - Topical Categories

- [Endangerment](#)
- [Fingerprinting](#)
- [Foster care](#)
- [Health insurance](#)
- [Healthy and well kids in Iowa \(hawk-i\)](#)
- [Immunizations](#)
- [Labor](#)
- [Lead testing](#)
- [Motor vehicle child restraint devices](#)
- [Need of assistance](#)
- [Newborn safe haven](#)
- [Paternity](#)
- [Placement, interstate compact](#)

- [Support](#)
- [Vision care](#)
- [Welfare services](#)
- [CHIP \(CHILDREN'S HEALTH INSURANCE\)](#)
- [DAY CARE](#)
- [Child care](#)
- [PARENTS](#)
- [Parental liability for acts of children](#)
- [Parent-child relationship termination](#)
- [Visitation of children](#)
- [UNIFORM ACTS](#)
- [Child-custody jurisdiction and enforcement](#)
- [VACCINATIONS FOR CHILDREN](#)

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 The
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SEARCH

Browse by Topic

Refine results by:

RELATED TOPICS (see all 25)

Abuse of Children (18)
 Child Care Centers (19)
 Child Development Homes (11)
 HOPES Program (5)
 Child Care Quality Rating System (4)
 ...

ADMINISTRATIVE AGENCIES

Human Services Department (99)
 Education Department (3)

IOWA CODE TITLES (see all 8)

Title VI - Human Services (47)
 Title VII - Education and Cultural Affairs (15)
 Title XVI - Criminal, Law and Procedure (7)
 Title IV - Public Health (6)
 Title III - Public Services and Regulation (3)
 ...

MY COLLECTIONS

Laws for Managing My Daycare Center
 Traffic Laws
 Farming Regulations

You Searched: Topic: Child Care

195 results

IOWA ADMINISTRATIVE RULES (see all 102)

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/

441 — 170.1 Definitions

... requirements for the payment of child care services. Child care services are for children of...

Related Topics: Child Care, Child Care Benefits Program, PROMISE Jobs Implemented Statute(s): 237A.12 Rules.

Education Department [281] (see all 3)/ Chapter 98 FINANCIAL MANAGEMENT (see all 1)/

281 — 98.74 (279,298A) Child care and before- and after-school programs fund.

...program subsidies from any existing child care funding streams. 2 Appropriate uses of the...

Related Topics: Child Care, Child Care Fund, School Districts Implemented Statute(s): 279.1 Organization.

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/

441 — 170.4 (237A) Elements of service provision.

... of licensed, registered, or nonregistered child care provider except when the department...

Related Topics: Child Care, Home Medical Care, Children's Health Implemented Statute(s): 237A.12 Rules.

IOWA CODE (see all 93)

TITLE VI HUMAN SERVICES (see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES (see all 21)/CHAPTER 237A CHILD

CARE FACILITIES (see all 19)/

237A.5 Personnel.

... person is being considered by a child care facility for employment involving responsibility for a child...

Related Topics: Child Care, Home Medical Care, Children's Health

Enabling Rule(s): 441 — 170.4 (237A) Elements of service provision.

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SEARCH

Browse by [Topic](#)

Refine results by:

RELATED TOPICS (see all 25)

- Abuse of Children (18)
- Child Care Centers (19)
- Child Development Homes (11)
- HOPES Program (5)
- Child Care Quality Rating System (4)
- ...

ADMINISTRATIVE AGENCIES

- Human Services Department (99)
- Education Department (3)

IOWA CODE TITLES (see all 8)

- Title VI - Human Services (47)
- Title VII - Education and Cultural Affairs (15)
- Title XVI - Criminal, Law and Procedure (7)
- Title IV - Public Health (6)
- Title III - Public Services and Regulation (3)
- ...

You Searched: Topic: Child Care **195 results**

IOWA ADMINISTRATIVE RULES (see all 102)

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/441—170.1 Definitions

... requirements for the payment of child care services. Child care services are for children of...

Related Topics: Child Care, Child Care Benefits Program, PROMISE Jobs Implemented *Statute(s):* 237A.12 Rules.

TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)

Add 237A.5 Personnel. to a collection

Collection:

... good health as evidenced by a physical... [health](#)

Education Department [281] (see all 3)/ Chapter 98 FINANCIAL MANAGEMENT (see all 1)/281 — 98.74 (279,298A) Child care and before- and after-school programs fund.

...program subsidies from any existing child care funding streams. 2 Appropriate uses of the...

Related Topics: Child Care, Child Care Fund, School Districts Implemented *Statute(s):* 279.1 Organization.

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)/237A.5 Personnel.

... person is being considered by a child care facility for employment involving responsibility for a child...

Related Topics: Child Care, Home Medical Care, Children's Health Enabling *Rule(s):* 441 — 170.4 (237A) Elements of service provision.

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SEARCH

Browse by Topic

195 results

You Searched: Topic: Child Care

Refine results by:

RELATED TOPICS (see all 25)

- Abuse of Children (18)
- Child Care Centers (19)
- Child Development Homes (11)
- HOPES Program (5)
- Child Care Quality Rating System (4)
- ...

ADMINISTRATIVE AGENCIES

- Human Services Department (99)
- Education Department (3)

IOWA CODE TITLES (see all 8)

- Title VI - Human Services (47)
- Title VII - Education and Cultural Affairs (15)
- Title XVI - Criminal, Law and Procedure (7)
- Title IV - Public Health (6)
- Title III - Public Services and Regulation (3)
- ...

MY COLLECTIONS

- Laws for Managing My Daycare Center
- Traffic Laws
- Farming Regulations

IOWA ADMINISTRATIVE RULES (see all 102)

Human Services Department [441] (see all 99)/Chapter170 CHILD CARE SERVICES (see all 21)/

441—170.1 Definitions

... requirements for the payment of child care services. Child care services are for children of...

Related Topics: Child Care, Child Care Benefits Program, PROMISE Jobs Implemented Statute(s): [237A.12 Rules.](#)

TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)/

237A.12 Rules.

... personnel in licensed or registered facilities shall have good health as evidenced by a physical...

Related Topics: Child Care, Home Medical Care, Children's Health

Education Department [281] (see all 3)/ Chapter 98 FINANCIAL MANAGEMENT (see all 1)/

281 — 98.74 (279,298A) Child care and before- and after-school programs fund.

...program subsidies from any existing child care funding streams. 2 Appropriate uses of the...

Related Topics: Child Care, Child Care Fund, School Districts Implemented Statute(s): [279.1 Organization.](#)

Human Services Department [441] (see all 99)/Chapter170 CHILD CARE SERVICES (see all 21)/

TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)/

237A.5 Personnel.

... person is being considered by a child care facility for employment involving responsibility for a child...

Related Topics: Child Care, Home Medical Care, Children's Health

Enabling Rule(s): [441 — 170.4 \(237A\) Elements of service provision.](#)

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 The
IOWA LEGISLATURE
Refine results by:
RELATED TOPICS (see all 25)

 Child Care (18)
 Home Medical Care (8)
 Children's Health (3)

ADMINISTRATIVE AGENCIES

Human Services Department (99)

IOWA CODE TITLES

Title VI - Human Services (47)

MY COLLECTIONS

 Laws for Managing My Daycare Center
 Traffic Laws
 Farming Regulations


SEARCH

Browse by Topic

You Searched: Topic: Child Care » Iowa Code (93) » TITLE VI HUMAN SERVICES (47) » SUBTITLE 6 CHILDREN AND FAMILIES (4) » CHAPTER 237A CHILD CARE (4)

Iowa Code/TITLE VI HUMAN SERVICES/SUBTITLE 6 CHILDREN AND FAMILIES/CHAPTER 237A CHILD CARE

 Related Topics: Child Care, Home Medical Care, Children's Health
 Enabling Rule(s): [441 — 170.4 \(237A\) Elements of service provision.](#)
237A.5 Personnel.

1. All personnel in licensed or registered facilities shall have good health as evidenced by a report following a preemployment physical examination taken within six months prior to beginning employment. The examination shall include communicable disease tests by a licensed physician as defined in section [135C.1](#) and shall be repeated every three years after initial employment. Controlled medical conditions which would not affect the performance of the employee in the capacity employed shall not prohibit employment.

2. a. For the purposes of this section, unless the context otherwise requires:

- (1) "Person subject to a record check" means a person who is described by any of the following:
 - (a) The person is being considered for licensure or registration or is registered or licensed under this chapter.
 - (b) The person is being considered by a child care facility for employment involving direct responsibility for a child or with access to a child when the child is alone or is employed with such responsibilities.
 - (c) The person will reside or resides in a child care facility.
 - (d) The person has applied for or receives public funding for providing child care.
 - (e) The person will reside or resides in a child care home that is not registered under this chapter but that receives public funding for providing child care.
- (2) "Person subject to an evaluation" means a person subject to a record check whose record indicates that the person has committed a transgression.
- (3) "Transgression" means the existence of any of the following in a person's record:
 - (a) Conviction of a crime.
 - (b) A record of having committed founded child or dependent adult abuse.
 - (c) Listing in the sex offender registry under chapter [692A](#).

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The
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SEARCH

Browse by Topic

195 results

You Searched: "Limited Liability Company" 

RELATED TOPICS (see all 25)

- Corporate Liability (18)
- Secretary of State (12)
- State Tax Tables (11)
- PLLC (5)
- Public Accounting (4)
- ...

ADMINISTRATIVE AGENCIES

- Agricultural Development Authority (4)
- Revenue Department (76)

IOWA CODE TITLES

- Title XII - Business Entities (47)
- Title I - State Sovereignty and Management (15)
- Title XII - Commerce (7)

MY COLLECTIONS

- Laws for Managing My Daycare Center
- Traffic Laws
- Farming Regulations

IOWA ADMINISTRATIVE RULES (see all 102)

Revenue Department [701] (see all 12)/Chapter 45 PARTNERSHIPS (see all 4)/701 — 45.1 (422) General rule.

... with the formation of a **limited liability company**, a person is admitted as a member ...

Related Topics: [Limited Liability Company](#)

Implemented Statute(s): [490A Business Entities](#) 

Lottery Authority, Iowa [531] (see all 2)/Chapter 14 MONITOR VENDING MACHINES (see all 1)/531 — 14.18 (99G) Financial responsibility of MVM retailers and MVM distributors.

... with the formation of a **limited liability company**, a person is admitted as a member ...

Related Topics: [Limited Liability Company](#)

Implemented Statute(s): [490A Business Entities](#) 

Economic Development, Iowa Department of [261] (see all 21)/Chapter 67 LIFE SCIENCE (see all 1)/261 — 67.3 (786A, ch1197) Filing of notice of intent.

... with the formation of a **limited liability company**, a person is admitted as a member ...

Related Topics: [Limited Liability Company](#)

Implemented Statute(s): [490A Business Entities](#) 

IOWA CODE (see all 93)

TITLE XII BUSINESS ENTITIES(see all 15)//SUBTITLE 2 BUSINESS AND PROFESSIONAL CORPORATIONS AND COMPANIES(see all 8)/CHAPTER 490A LIMITED LIABILITY COMPANIES(see all 4)/490A.306 Admission of members.

... with the formation of a limited liability company, a person is admitted as a member ...

Related Topics: [Limited Liability Company](#)

Enabling Rule(s): [123 Naming Restrictions for LLC.](#) 

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The IOWA LEGISLATURE

SEARCH

Browse by Topic

Delete This Collection | Rename This Collection | Add New Collection | Export to PDF | Print

Topic: Child Care Quality Rating System

Laws for Managing My Daycare Center

TITLE XII BUSINESS ENTITIES(see all 15)/SUBTITLE 2 BUSINESS AND PROFESSIONAL CORPORATIONS AND COMPANIES(see all 8)/CHAPTER 490A LIMITED LIABILITY COMPANIES(see all 4)/490A.306 Admission of members.

... with the formation of a limited liability company, a person is admitted as a member ...

Related Topics: [Limited Liability Company](#)

Enabling Rule(s): [123 Naming Restrictions for LLC.](#)

Human Services Department [441] (see all 99)/Chapter 170 CHILD CARE SERVICES (see all 21)/441 — 170.4 (237A) Elements of service provision.

... of licensed, registered, or nonregistered child care provider except when the department...

Related Topics: [Child Care](#), [Home Medical Care](#), [Children's Health](#)

Implemented Statute(s): [237A.12 Rules.](#)

TITLE VI HUMAN SERVICES(see all 47)/SUBTITLE 6 CHILDREN AND FAMILIES(see all 21)/CHAPTER 237A CHILD CARE FACILITIES(see all 19)/237A.5 Personnel.

... person is being considered by a child care facility for employment involving responsibility for a child...

Related Topics: [Child Care](#), [Home Medical Care](#), [Children's Health](#)

Enabling Rule(s): [441 — 170.4 \(237A\) Elements of service provision.](#)

View and Manage My Collections:

MY COLLECTIONS

- Laws for Managing My Daycare Center
- Traffic Laws
- Farming Regulations



IOWAccess Project Concept Paper

1. **Email completed copy to the IOWAccess Manager: malcolm.huston@iowa.gov .**
 2. **Send signed hard copy to Malcolm Huston, IOWAccess Manager, DAS-ITE, Hoover B Level, Des Moines, IA, 50319-0150.**
 3. **Contact ITE or vendor to prepare for project.**
-

Date

8/31/2009

Project Name**Requesting Agency**

Department of Administrative Services

Is this project in support of a program designated as an Iowa Great Place, pursuant to section 303.3c?

No.

Project Point(s)-of-Contact (*include name and phone number*)

Dean Ibsen, Vertical Infrastructure Program Manager, Iowa Dept. of Administrative Services, General Services Enterprise, 281-6051

Project Sponsor (*include name and phone number*)

Pat Lantz, COO, Iowa Dept. of Administrative Services, General Services Enterprise, 281-8388

Business Case Justification

The Department of Administrative Services conducted an inventory and assessment in 1999 of 11.5 million square feet of state owned buildings at 70 locations around the State. This assessment identified a backlog of \$480 million in repair needs (and growing). Anywhere from \$10 to \$40 million in major maintenance funding is available each year to address this backlog. The department needs tools that will help it address these health and safety needs as efficiently and effectively as possible. This project envisions a web site that will make information about these facilities, repair needs and construction projects available to citizens, legislators, architects and engineers and contractors.

Expected Results in this Project

The Scope Analysis phase of this project is expected to clarify the needs and possibilities, establish achievable strategies and goals, and provide a plan of action, a schedule and cost estimates so the project can move forward.

Recipients of this Service

Citizens of Iowa; architects, engineers and other consultants interested in pursuing building renovation, repair and replacement projects; general construction and other contractors in the building renovation, repair and replacement field.

Request (*include dollar amount and description of what will be purchased - i.e. services, hardware, software*)

This request is for Scope Analysis phase services to evaluate alternatives for web based access to information about the State's buildings and facilities, and more specifically, relating to current and proposed renovation, repair, maintenance, demolition and new

construction activities. The State owns more than 53 million square feet of buildings in all corners of Iowa. The Department of Administrative Services, through its Vertical Infrastructure Program and Architectural and Engineering Services, provides support for funding, repair, renovation, maintenance, demolition and new construction to 12 agencies and divisions, 70 sites and more than 900 buildings totaling over 11.5 million square feet of facilities (just over 20% of the State's real estate assets). This includes mental health institutions, prisons, state patrol posts, historic sites and the Capitol Complex. An assessment in 1999 identified a backlog of over \$480 million in repair work and the Department of Administrative Services receives \$10 to \$40 million per year in appropriations to address this backlog. The department works with a Governor-appointed advisory committee and with agency representatives to collaboratively assess, prioritize and undertake these repair needs.

For legislators, agency representatives, citizens and Vertical Infrastructure Advisory Committee members, the site would be a source for information about project funding requests, committee meetings, and project status reports. It would provide a transparent source for information about construction costs, funding sources, project teams, project goals and contact information.

Subject to a review of security concerns, this site could provide information of interest to the general public about these buildings, including maps, photographs and historical information. More importantly, this site would provide information to architectural and engineering firms, general contractors and other contractors and consultants who are pursuing work related to facility repair and maintenance work as well as to those firms that are already under contract for this work. With proper security controls, this site could become a resource for floor plans, specifications, contracts and other project related communications. It could also serve as "project central" for invoices, pay applications and payment status reports as well as progress reports on work underway. It could also provide links to other resources, such as the DAS Purchasing site now under construction by Iowa Interactive.

Project Timeline

Phase	Start Month/Year	End Month/Year	Estimated Amount
Scope Analysis	09/09	11/09	\$20-\$30,000
Design	TBD	TBD	TBD
Implementation	TBD	TBD	TBD

Resources Being Contributed (*people or funds being contributed to the project by the sponsoring agency- include role/% of time or amount in dollars*)

Vertical Infrastructure Program staff (3 people) will be available as required to provide direction and support to the project as well as occasional involvement from Architectural & Engineering Services (AES) project managers to provide review and additional input.

AES and Vertical Infrastructure staff are billed out at the rate of \$83.84 per hour. Up to 10 hours per week will be available over a 2 month period, or approximately \$6700 in staff time (10 x 8 x \$83.84 = \$6707).

A project will begin in the near future to update an inventory and assessment of State facilities that was last undertaken in 1999. While most of the \$2 million required for this project will involve the work of consultants walking through and evaluating buildings, some funds will be used for updating the database for this inventory. Some funds could be allocated to integration of the database into a web site.

IOWAccess Advisory Council Scoring Factors

Each IOWAccess Advisory Council member assigns a 1 to 10 point value on the following factors to your project proposal. These scores, plus your presentation before the Council and various discussion points, form the basis for the Council's decision on your proposal. Address each factor below:

1. Statutory requirement or other mandate

Is the project required by law or regulation, or is it needed to comply with state IT standards? Does the project fulfill a new mandate or is it required by existing law? Is it required by IT standards or necessary to interface with existing application?

2. Other funding source(s)

What other funding sources have been investigated and what were the results? Have they been applied for? What is available? Have transaction or other customer fees been considered? Is there a return to the IOWAccess Revolving Fund through transaction fees? Highest ranking for seeking/receiving outside funding.

Some project funding is available to support this project, although with a \$480 million backlog and limited annual appropriations, funds must be carefully allocated, and the priorities is always health, safety and welfare. Project design and construction work must be funded first. Each year, a portion of major maintenance funds are allocated to project management costs such as this, but most of this money supports the project managers working day to day to manage the projects. The hourly rates established each year by the DAS Customer Council take into account salaries, travel and other overhead related costs, but not extensive web or other software development costs. IOWAccess is the first entity that has been approached for outside funding. Transactions fees are not anticipated at this time.

3. Improved citizen access to government information

How is citizen access to government enhanced? Greater convenience? Better reliability? Proportion of manual/in person effort being replaced/eliminated? Faster response time? Easier to use? More secure? The greater the degree of citizen access to information, the more points.

The citizen's access to government is greatly enhanced in two ways. First, the citizen is given access to a full list of architectural, engineering and construction projects across the state. Ideally, they will be able to click on an interactive map so they can see where construction projects are taking place. Second, the citizen will be allowed to see information pertinent to projects, including but not limited to; project budget, schedule, location, contractors involved with the project, etc. Some of this information is now available on DAS web sites, but citizens will generally need to call the staff or visit a site to learn detailed information about buildings, facilities and projects. Consultants and contractors interested in submitting proposals or interested in bidding on projects would have access to extensive information about the projects without traveling to the sites, and would be better able to evaluate their interest in upcoming projects. Consultants and contractors already under contract would have access to a "Project Central" source for information throughout the course of the project, which is now distributed via multiple e-mails, hard copy distribution of plans, CDs sent through the mail, or various FTP sites that might be provided by various consulting firms.

4. Impact on citizens or the business they conduct with the governmental entity

What segment of the citizen population is affected? Is this just a select group or the public as a whole? How does the proposed solution meet an identified need vs. a "nice to have"? Is the primary beneficiary the citizen vs. does this enhance the entity's ability to serve the citizen? Highest ranking for most citizens served.

architectural, engineering and construction projects architectural, engineering and construction projects architectural, engineering and construction projects

5. Enhanced access to government information/ greater interactivity

How does the project enhance citizen one-stop electronic access to government information and transactions or allow for greater interactivity? The most points for "beneficial" use of IT to revamp business processes. Highest for total replacement. Average if adds new dimension to existing service.

The information that could be made available will only be limited by time and imagination.

6. Collaboration

Does your project provide an opportunity for another governmental entity to share the resources or benefits? Can your project be used by another entity? The most points for projects benefiting multiple governmental entities or encouraging collaboration between entities. (May be demonstrated by letters of commitment from other entities.)

7. Chance for success

Describe why the project is well placed for success. Realistic timeline? Previous success rate? Sufficient support staff? Upper level management commitment? More points for projects with low technical and business risk and high chance of success.

8. Estimated financial cost/benefit

Provide a rough calculation of costs vs. benefits. The higher the ratio of estimated benefit to the estimated cost, the more points.

9. Transparency

How does the project enhance open and transparent government for citizens? More points for project with high usability in allowing citizens to quickly reach information or services.

10. Efficiency

Why is this project the "best" solution for the need? Are there alternatives and if so, why are they inadequate? More points for project that replaces outdated/legacy system or localized information access.

Alternatives include, but are not limited to, applications such as Primavera (for project scheduling and shared website services) or GCPay (for contractor pay application receipt and processing) , etc. None of these packages offer the full functionality that this project envisions. The Scope Analysis phase of this project is intended to help us evaluate alternatives, project scope and ultimate project costs.

Acknowledgement of Conditions for Approval of IOWAccess Project

Project Approval Conditions

IOWAccess Revolving Fund project approvals are based upon the application materials submitted to the IOWAccess Advisory Council and approved by the Director of DAS. Recipients of IOWAccess projects are subject to the following conditions.

- The Iowa Accountable Government Act, Iowa Code Chapter 8E
- Information technology standards and practices that are applicable to “participating agencies”, the Office of the Governor, and elective constitutional or statutory officers pursuant to Iowa Code Section 8A.206.
- Iowa Administrative Code Section 11-25(8A) - Information Technology Operational Standards.
- Policies and procedures of the IOWAccess Advisory Council and DAS as outlined in this acknowledgement or published on their websites.

IOWAccess Project Policy Guides

The acceptance of an IOWAccess Project is based on the following:

- Sponsoring agency is responsible for the efficient and effective administration of IOWAccess Projects through the application of sound management practices.
- The IOWAccess Project Process is guidance only and describes a customary sequence used in software development. As such, sponsoring agencies are not required to conform to the IOWAccess Project Process.
- Sponsoring agency assumes responsibility for using IOWAccess funds in a manner consistent with program objectives and the terms and conditions of the IOWAccess Project.
- Sponsoring agency will commit appropriate resources in a timely manner to the project to prevent undue delay in project completion.
- Sponsoring agency will be responsible for compliance with audit requirements.
- Approval of one phase of an IOWAccess project does not mean that other phases will be approved. Each phase is subject to separate approval.

Guidelines for Costs

Allowable costs

To be allowable under IOWAccess Projects, costs must meet the following general criteria:

- Be necessary and reasonable for proper and efficient performance of IOWAccess Projects.
- Be authorized or not prohibited under State or local laws or regulations.

- ✓ Not be included as a cost or used to meet cost sharing or matching requirements of any other State or Federal Project in either the current or a prior period, except as specifically provided by State law or regulation.

Reasonable costs

A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. In determining the reasonableness of a cost, consideration shall be given to:

- Whether the cost is of a type generally recognized as ordinary and necessary for the operation of the sponsoring agency or performance under the IOWAccess Project.
- Market prices for comparable goods or services.

Composition of Cost

Typical costs chargeable to IOWAccess Projects are:

- Cost of materials acquired, consumed, or expended specifically for the purpose of those Projects.
- Equipment and other capital expenditures detailed in the application and previously approved as part of the Project.

Amounts not recoverable as costs under one State or Federal Project may not be shifted to another State or Federal Project, unless specifically authorized by State or Federal legislation or regulation.

Availability of Funds

DAS Finance processes the disbursement of all funds for IOWAccess Projects. Qualifying expenditures for goods and services obtained from other than DAS-ITE or Iowa Interactive, LLC, must be paid by the sponsor and submitted to DAS for reimbursement. In order to facilitate the timely processing of IOWAccess Project reimbursements, entities must use the following process:

- The request must be submitted by the sponsor in writing or through e-mail to the IOWAccess Manager.
- The request must include the following information:
 - ✓ Identification of the IOWAccess Project for which reimbursement is being sought,
 - ✓ The amount of reimbursement requested,
 - ✓ Period of time covered by request,
 - ✓ A comprehensive description of the items covered by the request, and
 - ✓ Copies of any supportive documentation (e.g. vendor invoices, documentation for completed work).
- The IOWAccess Manager will review the supporting financial information and evaluate it against the originally approved project.

- When satisfied that the request meets the stated requirements, the IOWAccess Manager will recommend the request for approval for payment and submit it to DAS Finance for processing.
- In no case will the total reimbursement for each phase exceed the approved amount of the Project phase.

The sponsor seeking reimbursement of expenses is responsible for retaining all necessary documentation pertaining to the relevance and results of the work performed and will provide such documentation upon request. DAS Finance will refer the Auditor of State to the sponsor should there be any questions about the expenditures associated with the Project.

Sponsor Monthly Status Reports

No later than the 21st day of each month the sponsoring agency shall submit a status report to the IOWAccess Manager if work is being performed by a developer *other than DAS-ITE or Iowa Interactive, LLC*. This status report should include:

- A short narrative of the accomplishments for the month.
- Descriptions of any changes in tasks, resources, or issues materially affecting the project plan and, if necessary, a schedule with new target dates provided.

Changes to a Project

All changes to the Project, or the proposal that resulted in the Project, must be reviewed by the IOWAccess Advisory Council. The Sponsor must be prepared to appear before the IOWAccess Advisory Council to answer questions and provide any clarifications necessary prior to any action by the Council regarding a change to the Project. Reasons for requesting a change to the amount of the Project include, but are not limited to:

- Changes in the scope or objectives of the Project.
- Changes in the amount of project funding.
- Carryover of approved funding for a period of more than one year from the date of approval of the original funding.

All changes to an Project recommended by the IOWAccess Advisory Council must be subsequently approved by the Director of DAS.

Project Disputes

Iowa Code 679A.19 DISPUTES BETWEEN GOVERNMENTAL AGENCIES.

“Any litigation between administrative departments, commissions or boards of the state government is prohibited. All disputes between said governmental agencies shall be submitted to a board of arbitration of three members to be composed of two members to be appointed by the departments involved in the dispute and a third member to be appointed by the governor. The decision of the board shall be final.”

Sponsor Acceptance

Signing below will signify that sponsor acknowledges and agrees to the IOWAccess project approval conditions as defined in this document.

_____ Sponsor Signature	_____ IOWAccess Manager Signature
_____ Date	_____ Date

DRAFT 7/7/09

IOWAccess Advisory Council By-laws

ARTICLE 1. NAME

The name of this body shall be the IOWAccess Advisory Council, hereafter referred to as the IAC.

ARTICLE 2. PURPOSE

The IAC was established by the [Code of Iowa, §8A.221](#).

The IAC acts as an advisory council to promote and consider citizen-focused information technology projects, and services.

In its capacity as an advisory council, the IAC will work to create and provide a service to citizens of the state that will serve as a gateway for one-stop electronic access to governmental information, transactions, and services at state, county, or local levels. In this role, the Council accepts and reviews proposals for funding of electronic projects that benefit the citizens they serve.

More specifically, the IAC shall:

1. Using Concept Paper or Return on Investment submissions by applicable proposing sponsors, and ranking tools incorporated in the IAC Return on Investment analysis tools, provide periodic recommendations to the Director, Department of Administrative Services, as to the appropriateness of proposals for information technology projects that primarily benefit the citizens of Iowa by providing information and services normally achieved through more burdensome means.
 - a) As the IAC seeks to provide the highest benefit to its citizen audience, the Council supports projects with the widest range of use across numerous governmental entities. To that end, proposals for information technology projects will be classified into two categories, Enterprise and Agency-Specific:
 - 1) 50% of available IOWAccess funding shall be reserved for Enterprise project proposals, which will be considered before Agency-Specific proposals. Enterprise projects are those that can be readily shared with more than one governmental entity, with few license or platform restrictions.
 - 2) The balance of available IOWAccess funding shall be available for either Enterprise project proposals or for Agency-Specific proposals. Agency-Specific proposals are information technology projects in which the resulting software is either incompatible with existing software used at other agencies, or so particular to an agency that its portability to another agency would be inadvisable, impractical, or inefficient, as deemed by the Council.

[Section 1 to be discussed in context of overall review of project/prioritization process for Council.]

2. Review all IAC information technology outsourcing project proposals prior to issuance, and refer to the Technology Governance Board for its action, any projects that exceed the greater of a total cost of fifty thousand dollars or a total involvement of seven hundred fifty agency staff hours. *(See Malcolm's 6/24/09 E-mail explanation).*

3. **Review and** recommend to the technology governance board rates to be charged for access to and for value-added service performed through IOWAccess. *(Reworded to mirror statutory language with bold words as extra based upon 6/27 discussion to stress "review and recommend function of council).*
4. Develop a plan and process to make recommendations to Department of Administrative Services (DAS) for improvements to information technology projects, and to maximize the value of information technology investments by the state. *(See Malcolm's 6/24 E-mail explanation).*
5. Make recommendations to DAS regarding technology utility services to be implemented by DAS or other agencies. *(See Malcolm's 6/24 E-mail explanation).*
6. Work with the DAS Finance office to maintain the relevancy of the central budget, proprietary control accounts, and reimbursement funds to information technology.
7. Annually prepare a report to the Governor, the Department of Management, and the General Assembly regarding the total spending on technology for the previous fiscal year, the total amount obligated for the current fiscal year, and an estimate of the amount to be requested for the succeeding fiscal year for all agencies,
8. Review and recommend to the director of the Department of Administrative Services all rules to be adopted by the department that are related to IOWAccess. *(Added statutory language added per 6/24 discussion).*
9. IAC shall maintain a publically accessible website for sharing minutes, agendas, membership, proposals, budgetary information, and other documentation relevant to its purpose for access by citizens as well as the senate, house of representatives, legislative services agency and the office of the citizen's aide. *(Added per 6/24 discussion - statutory language).*
10. Advise DAS leadership on related issues as requested.

ARTICLE 3. GUIDING PRINCIPLES *(Article 3 re- numbered per priority discussion 6/24 conf. call).*

The IAC members will:

- 1) Ensure as a council that priority is given to serving the needs of the citizens of Iowa; *(Reworded per statutory language).*
- 2) Advocate for access to government information and services through lowAccess and for data privacy protection, information ethics, accuracy and security in lowAccess programs and services. IAC shall maintain a publically accessible website for sharing minutes, agendas, membership, proposals, budgetary information, and other documentation relevant to its purpose. *(Added this principle per 6/24 discussion - statutory language).*
- 3) Work for the common good of the State of Iowa;
- 4) Strive for quality decisions within timeframes provided;
- 5) Evaluate the Council's effectiveness;
- 6) Conduct themselves as professionals, including:
 - a. Treat each other respectfully;
 - b. Work to develop mutual trust; and
 - c. Practice active listening;
- 7) Openly share opinions and expertise.

ARTICLE 4. MEMBERSHIP

Section 1. The IAC is composed of 14 members appointed by the governor unless otherwise noted:

- 1) Five representatives of the primary customers of IOWAccess;

- 2) One representative of the Judicial Branch appointed by the chief justice;
- 3) One representative of the Executive Branch;
- 4) One person representing Iowa cities who is actively engaged in city administration;
- 5) One representative of Iowa counties who is actively engaged in county administration;
- 6) One representative of the Federal government; and
- 7) Four representatives of the citizens of Iowa.

(Section 1 reworked per 6/24 discussion to mirror statute more closely).

Section 2. Except for the representative from the Judicial Branch, members appointed pursuant to Section 1 are subject to confirmation by the senate and shall serve four-year staggered terms as designated by the governor.

Section 3. Members shall be reimbursed for actual and necessary expenses incurred in performance of the members' duties in accordance with Iowa Code Section 7E.6 and other currently applicable state law or rule. (Reworded per 6/24 discussion).

Section 4. Substitutes for absent members will not be allowed. Members may attend by telephone or other electronic means.

Section 5. Members can participate in voting if they are present at the meeting or attending the meeting by phone or by other electronic means.

Section 6. Each member is expected to attend and actively participate in meetings:

- 1) Iowa Code §69.15 Board members - nonattendance - vacancy. Any person who has been appointed by the governor to any board under the laws of this state shall be deemed to have submitted a resignation from such office if either of the following events occurs:
 - a. The person does not attend three or more consecutive regular meetings of such board. This paragraph does not apply unless the first and last of the consecutive meetings counted for this purpose are at least thirty days apart.
 - b. The person attends less than one-half of the regular meetings of such board within any period of twelve calendar months beginning on July 1 or January 1. This paragraph does not apply unless such board holds at least four regular meetings during such period. This paragraph applies only to such a period beginning on or after the date when the person takes office as a member of such board.
- 2) If such person received no notice and had no knowledge of a regular meeting and gives the governor a sworn statement to that effect within ten days after the person learns of the meeting, such meeting shall not be counted for the purposes of this section.
- 3) The governor in the governor's discretion may accept or reject such resignation. If the governor accepts it, the governor shall notify such person, in writing, that the resignation is accepted pursuant to this section. The governor shall then make another appointment to such office. Such appointment shall be made in the same manner and for the same term as in the case of other vacancies caused by resignation from such office.
- 4) As used in this section, "board" includes any commission, committee, agency, or governmental body which has three or more members.

Section 7. The DAS Information Technology Enterprise shall provide a staff person to take notes at the meetings and produce minutes that will be distributed to all members.

ARTICLE 5. OFFICERS AND STAFF

Section 1. The IAC annually shall elect a chair and vice chair from among the members of the council, by majority vote, to serve one-year terms.

ARTICLE 6. DUTIES OF OFFICERS

Section 1. The chairperson shall preside at all meetings of the IAC.

Section 2. The vice chairperson will assist the chairperson in the discharge of the chairperson's duties as requested and, in the absence or inability of the chairperson to act, shall perform the chairperson's duties.

ARTICLE 7. COMMITTEES

Section 1. Chair may authorize or dissolve committees as needed to complete the charter of the IAC.

Section 2. Individuals who are members of the IAC and individuals who are not members of IAC may be appointed by the chairperson to serve on committees.

Section 3. Committees shall organize themselves to be effective.

Section 4. Committees shall provide feedback to the chairperson and the IAC at the Council's request.

Section 5. Committees shall meet, discuss, study and/or resolve assigned issues as needed.

ARTICLE 8. MEETINGS

Section 1. Meetings of the council shall be held no less than **bi-monthly** for the one-year period following the appointment of all members. (Clarified as bi monthly – every other month – per 6/24 discussion).

Section 2. Agenda items shall be solicited from the members in advance of an upcoming meeting.

Section 3. An agenda, including those items requiring action, shall be provided five (5) days prior to the meeting to council members and customers. The agenda should also include any information necessary for discussion at the upcoming meeting.

Section 4. A simple majority of the members of the council, including vacant positions, shall constitute a quorum.

Section 5. Meeting shall comply with Iowa Code Chapters 21 and 22, the Iowa open meetings and open records laws.

ARTICLE 9. VOTING

Section 1. Each member has one vote. A quorum, as defined in Article 8, is required to vote on a matter and a majority vote of the quorum shall determine the outcome of the issue being voted upon.

Section 2. IAC bylaws may only be amended by a majority vote of all members.

ARTICLE 10. ADMINISTRATION

Section 1. The IOWAccess Manager, with the assistance of Information Technology Enterprise staff and others as deemed necessary, shall keep the official, current and complete books and records of the decisions, members, actions, meeting minutes, and obligations of the IAC.

Section 2. The IOWAccess Manager shall coordinate meeting notices and locations, and shall keep a record of names and addresses, including E-mail addresses, of the members of the IAC.

Section 3. Any member of the IAC may inspect all books and records for good purposes at a reasonable time and location.

Section 4. The IOWAccess Manager shall update the council on the current operational status of all pending and

dormant projects and account balances according to Article 11 below. (Language added per statute - 6/24 disc).

ARTICLE 11. ACCOUNTS

Section 1. The IOWAccess Manager shall maintain and regularly update a tracking of charges to project accounts and remaining balances of each account, plus an analysis of obligations and unobligated funds available. This analysis may include projections of revenue, spending, costs, and obligations for future periods.

Section 2. Dormant IOWAccess Projects may be adjusted in one of two ways:

- 1) IOWAccess projects that have not made requests for reimbursement of funds for at least 120 days may be closed by:
 1. Notifying the sponsoring agency of intent to close the account,
 2. Receiving concurrence from an agency representative empowered to provide the agency position on the intent to close the account,
 3. Authorizing DAS Finance to close the account and remit any balance to the IOWAccess Revolving Fund.
- 2) IOWAccess projects that have not made requests for reimbursement of funds and have not provided status reports for at least 180 days may be closed by:
 1. Notifying the sponsoring agency of intent to close the account,
 2. Closing the account by
 - a. Receiving concurrence from an agency representative empowered to provide the agency position on the intent to close the account, or
 - b. A vote to close the account by the Council if the sponsoring agency fails to reply,
 3. Authorizing DAS Finance to close the account and remit any balance to the IOWAccess Revolving Fund.

ARTICLE 12. PARLIAMENTARY PROCEDURE

Section 1. Meetings should be conducted using Robert's Rules of Order (Revised).

Section 2. The chairperson may elect to use the vice chairperson as parliamentarian.

Hello IAC by-law committee members,
Dick tells me you want some information from me:

1. Review all IAC information technology outsourcing project proposals prior to issuance, and refer to the Technology Governance Board for its action, any projects that exceed the greater of a total cost of fifty thousand dollars or a total involvement of seven hundred fifty agency staff hours.

The intent of this to clarify that any project using outsourced, i.e., non State, developers will be referred to the TGB if it is over 50K and or more than 750 hours (the current practice). This just documents a current practice.

4. Develop a plan and process to make recommendations to Department of Administrative Services (DAS) for improvements to information technology projects, and to maximize the value of information technology investments by the state.
5. Make recommendations to DAS regarding technology utility services to be implemented by DAS or other agencies.

These are two additional duties. The first is to take an active advisory role, beyond just considering projects. With the Council's overview of projects, they are in a good position to suggest cost-saving measures, consolidation, sharing, etc. that will lead to more efficiency. The second item is similar and needs an explanation. A utility service is a module that can enhance an application. Examples are the ePayment engine allowing credit card processing, an address validation service, a single online authorization and authentication service (Enterprise A&A), etc. Should a project come before the Council, the Council could suggest incorporation of a utility service; again with the same cost-saving/efficiency goal as #4.

Documents used at the Scope Analysis (Concept Paper) and the Planning/Execution (ROI) phases are online at: <http://iowaccess.iowa.gov/documents.shtml>

IOWAccess Approval Process -- DRAFT

Step 1 -- Initiation Phase

Initiation is this process of defining the problem or opportunity. The purpose of the Initiation Phase is to specify what the project should accomplish. In this phase, the Council decides whether or not to begin a project by deciding to fund/not fund Planning. We would need to create form(s) to help collect this information for our review. I would suggest a short (15 minute) presentation and Q&A with the Project Manager and Project Sponsor(s) for each project. Forms/materials would be sent to Council before the meeting. The Council would consider things like project appropriateness, value, risks, priority ranking, CBA and funds availability. Approval would mean the Council recommends funding for Planning.

Activities/Deliverables of the Initiation Phase

- Define the project scope
- Identify and engage resources for planning phase
- Assign roles & responsibilities for Planning
- Conduct Project Stakeholder Analysis
- Prepare project schedule for planning phase
- Complete risk analysis
- Prepare High Level Cost Benefit Analysis (CBA)
- Preliminary architecture review
- Perform Priority Rating
- Complete Approval to Plan
- Request Amount for Planning
- Obtain Approval to Plan

Step 2 -- Planning Phase

After the Council approves the deliverables from the Initiate phase of a project, the project team would begin planning how to accomplish the project objectives. The Planning phase is considered to be the most important phase in project management. Time spent up front identifying the proper requirements and structure for organizing and managing projects saves countless hours of confusion and rework in the Execution phase of the project. The project team would do development system development activities like architecture reviews, complete functional specifications, design reviews, technical specifications, develop disaster recovery plan, etc. as part of this phase; however, this is not necessarily information the Council would need to before approving the Execution phase. The Council would once again consider things like project appropriateness, value/benefits, risks and CBA and funds availability. Approval would mean the Council recommends funding for Execution. This is usually the most expensive project phase and the one that really says we recommend doing the project. We should expect regular status reports on projects in Execution and if there are any material resource, expense or target date variances, a project impact report (PIR) needs to be prepared and discussed at

our meeting. The Council would need to approve a recommendation for any additional funding.

Activities/Deliverables of the Planning Phase

- Identify project objectives
- Identify and prioritize requirements
- Research & select options for solution (e.g. buy vs. build)
- Create detailed project schedule for execution phase.
- Create supplemental plans when appropriate (implementation, marketing, communication, testing, training, change management)
- Update risk analysis
- Compete Benefits Realization
- Review Priority Rating
- Finalize Cost Benefit Analysis
- Obtain Approval to Execute
- Status reporting (Word: 164 KB)

Step 3 – Execution Phase

Once a project moves into the Execution phase, the project team and the necessary resources to carry out the project should be in place and ready to perform project activities. The project plan should have been completed and base-lined by this time as well. The project team, and specifically the project manager's focus, now shifts from planning the project efforts to participating in, observing, and analyzing the work being done. Project control involves the regular status reporting in order to identify variances from the planned project baseline. The variances are determined by comparing the actual performance from the Execution phase to the baseline determined during the Planning phase. The project team activities include development of project solution, continue architecture reviews, design reviews and development reviews, finalize and implement supplemental plans (testing, training...). The Council should receive brief status updates, but unless there are PIRs, no recommendations should be required.

Activities/Deliverables of the Executing/Controlling Phase

- Status reporting
- PIRs if necessary
- Manage issues, project schedule, scope, costs and resources.
- Transfer solution to production

Step 4 – Closing

This is the last major phase of a project's life cycle. Project closing is performed once all defined project objectives have been met and the customer has accepted the project's product/deliverable. The Council should receive a closing report which includes a benefits realization assessment.

Activities/Deliverables of the Closing Phase

- Complete Project Closing Report
- Present Project Closing Report Document for Authorized Signature
- Perform Benefits Realization Assessment
- Archive project documentation